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# Business & Consumer Technologies Collide

As Devices Evolve, The Line Between Corporate & Consumer Is Blurring

by Elizabeth Millard

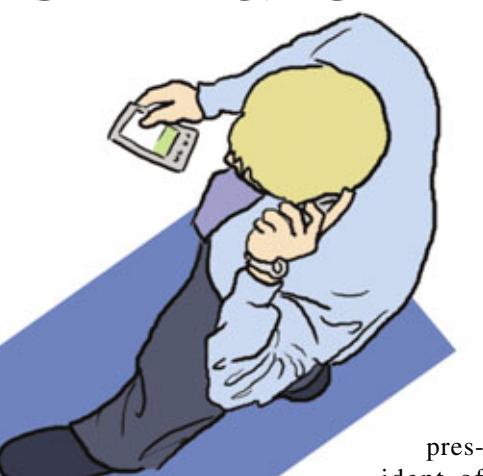
LOOK AROUND ANY small to midsized enterprise, and there's likely to be evidence that devices and products once considered to be consumer-focused are now firmly part of the business realm. Instant messaging, blogs, flash drives, and enhanced cell phones are just a few of the technologies and tactics that have crossed the line into the corporate sector and now offer productivity boosts for the companies that use them.

In the near future, the desktop of an SME employee is likely to keep changing as more devices proliferate and mobile computing becomes even more important. IT managers who want to keep up would be wise to build awareness now of what consumer products are gaining traction in the marketplace because they could be coming soon to the support desk.

## Tool Box

Several technologies that found a foothold with home users first are headed into the office, and the most significant should prove to be the smartphone. Although sales and marketing employees

have long relied on cell phones, the technology is evolving so quickly to feature other applications that it's likely the phones will appeal to every type of employee in the near future, according to Gregg Fiddes, vice



president of business development at smartphone software developer Quickoffice.

"One of the most dramatic trends is the increase in smartphone adoption, and thus, the growing market for smartphone applications," says Fiddes. "It's logical

to assume that small-business users will continue to primarily use their smartphone in similar ways to their cell phone, as a communication device. But with added capabilities comes higher expectations." Smartphones are enabling users to get

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### COVER FOCUS

#### Consumer Market Invades IT

If your business is like most small to midsized enterprises, you've seen an increasing number of "consumer" devices come through your doors. USB devices, wireless access points, and cell phone cameras are just a few of the devices you need to plan for and adapt to.

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While blades themselves are sleek and small, the infrastructure required to support them can easily eliminate any dreams of space saving.

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Widespread network accessibility, while a great benefit to road warriors, opens mobile devices to potential attacks that can easily circumvent corporate network perimeter protections.

#### The Five-Year Plan | 29

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■ **BindView** released the BindView Compliance Assessment Tool. ■ **CipherTrust** introduced CipherTrust IronIM, an appliance that provides security for email and IM applications. ■ **Copan Systems** introduced the Revolution 200T, a storage tier MAID-based platform. ■ **CSS Labs** released the GETAC M220 notebook and the CA27 Tablet PC. ■ **DataAire** announced the R-410A Data Temp computer room air conditioner. ■ **EVault** is targeting its new Implementation, Education, Data Protection Planning, and Disaster Recovery Test services at businesses that want a systematic disaster recovery plan. ■ **Overland Storage** released the REO 9000 Expansion Array. ■ **Radware** announced the next generation APSolute product family. ■ **Samsung** released its OfficeServ 7200 converged platform. ■ **WildPackets** announced the Omni Wireless Sensor.

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# How To Plan For These Servers' High Heat Loads & Power Requirements

by Christian Perry

AS BLADE SERVERS continue to roll into data centers faster than speeding locomotives, managers increasingly find themselves overwhelmed with their new acquisitions. Sure, they're smaller, but blades draw far more electricity per rack and output significantly more heat than traditional server architectures.

The successful implementation of blades rides heavily on

preparation. If you think you can shove a rack of these hot tamales into your existing data center and not encounter problems with power and cooling, you might be in for some unfortunate surprises. Even if you think you know what to expect on the power and cooling sides, there is also a hidden challenge.

#### Effect Efficiency

A data center that can seemingly handle an endless flow of

servers won't necessarily accommodate the high-density requirements of blades. Supplying enough cooling and power becomes a tricky endeavor when there's one rack in one spot using enough power to rival the kilowatt output of six electric stoves.

"These days, you really need to take into account that you

can actually put 10 times the power usage in a conventional rack with blades that you could with a standard server array," says Rick Sawyer, worldwide director of professional services, APC.

Most standard infrastructures aren't built to tackle this high output, even though data center

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**The successful implementation of blades rides heavily on preparation.**

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## Upcoming IT Events

**- OCTOBER -**  
**TELECOM 05**  
 October 23-27  
 Las Vegas, Nev.  
[www.ustelecom04.com/conference05](http://www.ustelecom04.com/conference05)

Internet Telephony  
 Conference & Expo  
 October 24-27  
 Los Angeles, Calif.  
[www.tmcnet.com/voip/conference](http://www.tmcnet.com/voip/conference)

Storage Networking World  
 October 24-27  
 Orlando, Fla.  
[www.snwusa.com](http://www.snwusa.com)

Enterprise Architectures  
 Conference  
 October 25-27  
 Las Vegas, N.V.  
[www.dci.com](http://www.dci.com)

Conference For Help Desk  
 Professionals  
 October 26-28  
 San Diego, Calif.  
[www.dci.com](http://www.dci.com)

Kansas City ITC 2005  
 October 26-27  
 Kansas City, Kan.  
[www.goitec.com](http://www.goitec.com)

Technology + Learning Conference  
 October 26-28  
 Denver, Colo.  
[www.nsba.org](http://www.nsba.org)

Visit Processor at Booth #1006

ISPCON  
 October 28-30  
 Santa Clara, Calif.  
[www.ispccon.com](http://www.ispccon.com)

**- NOVEMBER -**  
**Atlanta ITC 2005**  
 November 2-3  
 Atlanta, Ga.  
[www.goitec.com](http://www.goitec.com)

Business Process Management  
 Conference Series  
 November 2-3  
 New York, N.Y.  
[www.brainstorm-group.com](http://www.brainstorm-group.com)

Business Rules  
 Symposium Series  
 November 2-3  
 New York, N.Y.  
[www.brainstorm-group.com](http://www.brainstorm-group.com)

Nearshore & Offshore  
 Outsourcing Conference Series  
 November 2-3  
 New York, N.Y.  
[www.brainstorm-group.com](http://www.brainstorm-group.com)

Service-Oriented Architecture  
 Conference Series  
 November 2-3  
 New York, N.Y.  
[www.brainstorm-group.com](http://www.brainstorm-group.com)

FS/TEC

November 6-9  
 Grapevine, Texas  
[www.fstec.com](http://www.fstec.com)

Philadelphia ITC 2005  
 November 9-10  
 Philadelphia, Pa.  
[www.goitec.com](http://www.goitec.com)

SC2005

November 12-18  
 Seattle, Wash.  
[sc05.supercomputing.org](http://sc05.supercomputing.org)

CSI Computer Security  
 Conference & Expo  
 November 14-16  
 Washington, D.C.  
[www.goci.com](http://www.goci.com)

Visit Processor at Booth #1010

IP 4 IT  
 November 14-16  
 Las Vegas, N.V.  
[www.ip4it.com](http://www.ip4it.com)

Government Technology  
 Conference Southeast 2005  
 November 15-17  
 Atlanta, Ga.  
[www.govtech.net](http://www.govtech.net)



### AOL, Microsoft Resume Talks

**AFTER SUSPENDING DISCUSSION** in mid-summer, Time Warner and Microsoft are resuming talks about combining America Online and MSN, according to sources. The companies are interested in merging Microsoft's search engine with AOL's Web content, although they could also potentially merge their dial-up businesses. Sources indicated that if a deal isn't reached by the end of this year, the alliance likely will not happen.

### Microsoft, RealNetworks Reach Settlement

**MICROSOFT HAS AGREED** to pay RealNetworks \$761 million as settlement for an antitrust lawsuit that RealNetworks filed against Microsoft nearly two years ago. In turn, RealNetworks will drop all antitrust claims against Microsoft, including one that the European Union is investigating. The two companies have agreed to work together on digital music and gaming projects from which both could profit. "We're ending one chapter and opening another in the relationship between the companies," says RealNetworks CEO Rob Glaser.

### Forrester Predicts Slowdown In Spending

**FORRESTER RESEARCH PUBLISHED** a report predicting IT spending will decrease in 2007. After spikes of 7% for this year and next year, the firm forecasts only a 2% increase in 2007. New technology adoption and overall economic growth are major drivers in the IT sector, and Forrester predicts GDP growth slowing in the next few years because of increasing energy costs and dropping interest rates. Forrester expects IT spending to rebound in 2008 and after, as new technologies such as server virtualization and VoIP progress.

### Moving Toward Common Virus Names

**A NAMING CONVENTION** for malware, Common Malware Enumeration, will seek to help users quickly identify the threat level of viral activity of a certain virus without having to sort through the information from various antivirus and security companies. But several big vendors, including IBM and Boeing, say CME will not make much of a difference and may even further complicate the issue by adding yet another name to an already too long list. US-CERT, which sponsors CME, says CME is not trying to "solve the challenges involved with naming schemes for viruses and other forms of malware but instead aims to facilitate the adoption of a shared, neutral indexing capability for malware." Currently the same virus is often given different names by each company that discovers it, leaving users wondering if they need to patch against one worm or several.

### Forum Works Toward New Wi-Fi Standard

**A GROUP OF CHIPMAKERS** and other Wi-Fi-related vendors, including Cisco, NetGear, and Intel, have joined together to speed up the ratification of an 802.11n standard. The new Enhanced Wireless Consortium says its specification will support speeds of up to 600Mbps (using MIMO technology) and would allow

for an easy upgrade for products that were released before the standard is ratified. The EWC also claims its specification can operate in both the 2.4 and 5GHz bands and supports both 20 and 40MHz channels.

### IBM Drops Counterclaims Against SCO

**IN AN EFFORT TO** "simplify and focus the issues in the case, and to expedite their resolution," IBM has dropped four of the patent infringement claims it had filed against SCO. IBM is still countersuing SCO on at least eight counts. IBM still believes that it is in the right about the patents; however, it doesn't believe it would not win enough money to cover the cost of pursuing those counterclaims, which deal with UnixWare, OpenServer, SCO Manager, and Reliant. The legal battle between IBM and SCO is entering its fourth year.

### Cellular Networks Could Suffer DoS Attack

**RESEARCHERS AT PENNSYLVANIA** State University say it is possible for hackers to create an SMS attack that could cripple cellular service throughout the United States. Using public databases and some online searches, attackers could create a list of mobile phone numbers in specific regions and then send them repeated unwanted text messages. The researchers suggested mobile operators separate text messaging from call initiation features, which currently use the same portion of the control channel. Mobile carriers have been aware of the potential for attacks for some time and many already have measures in place to prevent such attacks.

### Dispute Leads To Internet Problems

**A DISPUTE BETWEEN** Level 3 Communications and Cogent Communications means some customers will have difficulties getting to Web sites on the other company's network. Level 3 and Cogent have had a peering agreement, where they connected their networks together for better traffic exchange. However, Level 3 now believes it has a much bigger network than Cogent, so the agreement is no longer financially viable. Cogent contends its network is at least as large as Level 3's and refuses to pay for the arrangement. Most businesses have several connections to the Internet, so the dispute's impact should be relatively small.

## WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	Oct. 5 \$	Oct. 12 \$	% change from previous week
Avaya	AV	\$13.13	\$10.97	\$11.02	▲ 0.46%
BEA Systems	BEAS	\$7.43	\$8.68	\$8.26	▼ 4.84%
Computer Associates	CA	\$26.27	\$27.13	\$26.25	▼ 3.24%
Cisco Systems	CSCO	\$18.86	\$17.50	\$17.43	▼ 0.4%
Dell	DELL	\$35.38	\$32.59	\$32.65	▲ 0.18%
Electronic Data Systems	EDS	\$19.47	\$22.45	\$21.65	▼ 3.56%
Google	GOOG	\$140.90	\$310.71	\$300.97	▼ 3.13%
HP	HPQ	\$18.90	\$27.45	\$27.30	▼ 0.55%
IBM	IBM	\$84.98	\$79.80	\$82.19	▲ 2.99%
Intel	INTC	\$20.99	\$24.07	\$23.24	▼ 3.45%
McAfee	MFE	\$20.46	\$31.09	\$29.84	▼ 4.02%
Microsoft	MSFT	\$28.03	\$24.67	\$24.30	▼ 1.5%
Oracle	ORCL	\$11.99	\$12.17	\$12	▼ 1.4%
Red Hat Software	RHAT	\$13.32	\$20.48	\$20.05	▼ 2.1%
Sun Microsystems	SUNW	\$4.02	\$4.21	\$3.93	▼ 6.65%
Symantec	SYMC	N/A	\$22.59	\$21.98	▼ 2.7%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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# Remote Power Management

## These Options Can Save You Energy & Money

by Sandra Kay Miller

**IN TODAY'S BUSINESS** environment, companies must efficiently manage operations to stay competitive. Power management has long been a fundamental operation; however, with the rise of the digital age, the ability to remotely control, monitor, and automate power, especially in the data center, has become a critical role.

RPM (remote power management) took off in the mid-1980s with the rise of the Internet and corporate LAN/WAN installations. Data centers growing at an exponential rate needed advanced power requirements such as receptacle isolation and dedicated

double-digit year-over-year revenue growth, and the highest year-over-year growth rate since the fourth quarter 1999." APC, as well as the other vendors profiled, expect continued steady growth and profitability.

### Many Uses

The basic functionality of RPMs and RPCs (remote power controllers) is to let administrators remotely power devices off and on and reboot unresponsive systems. According to Cyclades, an IT infrastructure management company, its recent survey of 883 companies with revenue between \$1 million and \$5 billion revealed that 65.5% of respondents implemented remote administration technologies to improve productivity through a shorter mean time to recovery. Organizations reported an average recovery time of 10 to 30 minutes for managed devices vs. one to two hours for those unmanaged.

Also high on Cyclades' list were cost reductions through fewer site visits, minimized manpower, and lights-out management. Products such as the Dualcom Plus from Cyber Switching provide the ability to schedule on/off automation of individual switches and program staggered on/off times.

Administrators traditionally communicated with early RPCs in a variety of ways—modem, serial, and RS232 connections. But with the introduction of TCP/IP into RPC technologies, a whole avenue of features has appeared—mainly security. In the Cyclades

survey, 87% of respondents cited security as the most important aspect for choosing remote administration. RPC products supporting TCP/IP interfaces include a methodology for secure communication such as HTTP/HTTPS, Telnet, SNMP, SSL, and SSH.

Al Hamdan, marketing manager at Rockwell Automation Power & Energy Management Solutions, believes that using TCP/IP as a monitoring protocol will continue to grow. "Ethernet technologies are getting better and less expensive. You can get Ethernet connectivity for prices as low as the serial connectivity," he says. The ARC Advisory

power management products can be tied into its Data Centers on Demand solution InfraStruXure that combines power, cooling, rack, management, and services.

Despite the success and profitability of current RPC solutions, there is still enormous room for market growth. Only 28.6% of the Cyclades survey respondents reported using some type of



### SNAPSHOT

#### Cyber Switching DUALCOM Plus

\$849

Patent-pending technologies bring granular power control to individual outlets; both TCP/IP and serial interfaces provide control and monitoring

[www.Processor.com/CyberSwitching](http://www.Processor.com/CyberSwitching)

remote power management system. "Most of our customers, as sophisticated as they are, are just realizing the importance of remote management, so we are seeing a shift from the basic to the intelligent PDU, but there is still a major segment of the market that really only buys metered and even unmetered power strips," says Gisa Abiog, director of sales and marketing at Cyber Switching.

### What's On The Market

The following products are some of the leading RPC solutions available today.

**APC.** APC Switched Rack PDU (Power Distribution Unit) is a power bar that offers individual outlet control, power off/on control, network management, current monitoring, and alarms for user-defined thresholds via SNMP, Web, or Telnet interfaces. The device's aggregate power draw can be monitored remotely via the network or directly through the onboard digital display. APC's PDU lets users determine the order in which outlets are powered to avoid overloads that can occur when receptacles are all powered at once.

APC offers switched PDUs ranging from zero U 100-volt input with a maximum current draw per phase of 30 amps and 16 NEMA 5-15 output connections to a 2U 230-volt input with a maximum current draw per phase of 32 amps and 16 IEC 320 C13 connections.

**Server Technology.** The Sentry Switched CDU family from Server Technology provides



### SNAPSHOT

#### Server Technology Sentry Switched CDU CW-16V

\$925

Secure power management via IP for individual and grouped outlets, as well as temperature and humidity probes

[www.servertech.com](http://www.servertech.com)

Group, analysts for manufacturing, logistics, and supply chain solutions, backs up Hamdan's predictions with its recent report, "Industrial Ethernet Devices Market Outlook Study," which slates the industrial Ethernet device worldwide market to grow at a compounded annual growth rate of 51.4% over the next five years.

In addition to better security, adding Ethernet capability to RPC technologies has provided other advantages, such as intuitive browser-based interfaces accessible from virtually anywhere, an advanced scheduling and automation tool, and the ability to integrate with other IT infrastructure such as KVM switches, enterprise management systems, and physical monitoring systems. Raritan and Cyclades both manufacture KVM switches and other IT management systems to which their RPC products can be integrated. APC's remote

remote power management for high-amp, high-voltage deployments. Sentry can be securely managed via TCP/IP using a Web interface, SSL, SSH, Telnet, and SNMP or through a Telnet session. Using Server Technology's Enterprise View software, up to 1,000 Sentry devices can be accessed from a single interface. Staggered power sequencing prevents power rush overloads. The Sentry Switched CDU family is also certified by the Underwriters Laboratory for branch circuit protection. Additionally, two external physical monitoring probes—temperature and humidity—are included with the device.

**Cyber Switching.** Dualcom Plus from Cyber Switching has both TCP/IP and serial connectivity. New to product are two patented technologies: Cyber Breaker and Virtual Circuit Breaker, which provide supplemental circuit breaker protection on individual outlets. When a single outlet surpasses the user-defined limit, only that circuit will trip, not the entire rack.

**Raritan.** Raritan's Remote Power Control devices provide the same basic RPC management features as their competitors but also integrate with Raritan's other



### SNAPSHOT

#### BayTech RPC17 Series

Start at \$895

Provides reliable PCB-based power distribution managed through Ethernet and RS232

[www.Processor.com/BayTech17](http://www.Processor.com/BayTech17)

IT infrastructure management solutions. Raritan offers four models with a variety of configurations, including eight to 20 outlets (NEMA and IEC), both 1U and zero U mounts, 115 and 220 VAC, and 10, 15, and 20 amps.

**BayTech.** BayTech's RPC networked power management family offers six models that all offer out-of-band access through an EIA232 control port as well as network access using TCP/IP. Models vary according to number and type of receptacles, voltage and amperage capacities, and overload protection. For granular security requirements, individual outlet passwords can be programmed. □

To see Processor Showcase advertisements for products in this category, look in the Solution Index on page 2 and find the Power Management ads under Physical Infrastructure.

## Buying Tips

To best meet your organization's needs, take a quick inventory of your requisites before purchasing and don't forget to provide for growth.

- **How many receptacles do you need?** Remote power managers come in an assortment of sizes generally ranging from eight to 20 outlets per device. Another consideration is individual outlet control vs. grouped outlet control.
- **Rackmount or power strip?** RPMs come in three basic configurations: 1U, 2U, and zero U. Make sure there is room in the cabinet before purchasing a rackmounted unit.
- **What are your power requirements?** RPMs offer different Volt AC and amps. Look for certification from standards bodies such as NEMA and the IEC.
- **How do you want to remotely access the RPM?** TCP/IP, RS232, serial connections, and enterprise management systems are all options for remote access to RPMs. If security is a factor, make sure the TCP/IP interface supports SSL or SSH.
- **Do you need alerting?** Some RPMs can be programmed to provide alerts based on preset thresholds.
- **Can the RPM be integrated with existing management infrastructure?** Some vendors offer tie-ins with more comprehensive enterprise management systems as well as physical monitoring systems.
- **Is there room for expansion?** As your organization grows, your RPM should also have the capability to expand.

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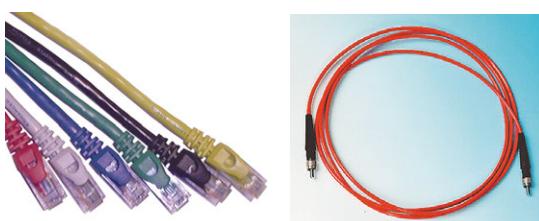
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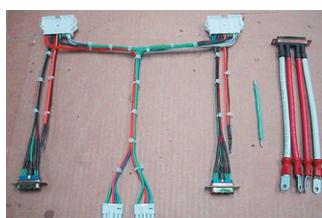
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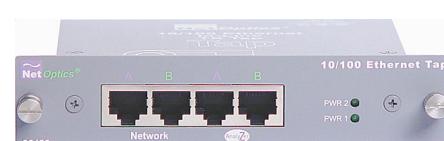
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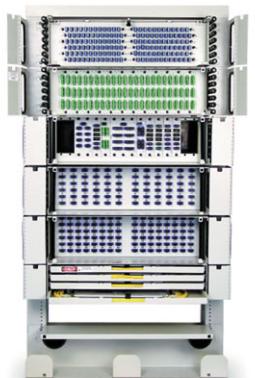
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# From Toys To Tools

## Consumer Gadgets Make Good Business Sense—If You're Ready For Them

by David Garrett

**LET'S START WITH** a definition. To "encroach," according to Microsoft Encarta, is to "exceed the proper limits of something," as in the way your job can encroach on your free time or the way the halting economy has encroached on (or flat-out stopped) your plans to buy servers, clients, and other much-needed equipment.

Or perhaps it's the way that users' favorite technologies, such as gadgets, toys, amusements, and other distractions, have become justified business tools. Whether it's blogging, podcasts, IM, and cell phones that do everything but give you a good signal, or the ubiquitous presence of hotspots, technologies that began as food for hungry consumers have found their way into the office.

And they're making waves. The entrance of consumer toys into the tightly controlled enterprise, with its manifold rules, policies, and planned infrastructures, has more than one IT manager up in arms. In fact, there's a good chance your support team is fed up with fixing iPods already, not to mention the other goodies that well-meaning but clueless users continue to bring to their attention.

Still, much as we hate to admit it, gadgets that take root with consumers may sprout up, and even flower, in the office, where yesterday's toy can become tomorrow's business tool. Or to put it another way, it can land squarely within your purview, and all aggravation aside, you'll either deal with it or deal with the wrath of your users, some of whom, we should note, are CEOs and other check-signers.

### The Onslaught

Let's briefly look at the consumer toys you'll have to contend with in the next few months. (For a more thorough review and for predictions and hard data on where these toys are heading, see "Business & Consumer Technologies Collide" on page 1.)

**Instant messaging.** It began as a fad on AOL and quickly spread to the business world, where corporate IM suites with message tracking, backup,

and audit trails are now par for the course in mid-sized and large IT departments. It's not a new trend, either: According to

Jupiter Media Metrix, workplace instant messaging rose 100% in 2001 alone.

**Blogs.** The nexus of blogging and corporate life is complex. In one famous story, a blogger who works for Technocrati, makers of blog software, was given a stern warning for blogging about the way other employees use their blogs. That's a mouthful, to be sure; it's also a trend in the way companies are dealing with blogging. Some, such as Macromedia, have tried a different tack, starting official blogs to put support teams in touch with customers.

**Podcasting.** True, it began in basements across America, but companies quickly realized that podcasts were a quick way to get their message out to employees, clients, and vendors alike. What better way to spread your own gospel than in your own voice?

**Fancy PDAs and gee-whiz cell phones.** PDAs are now such an office commonplace that we forget what the "P" stands for: "personal." And smartphones are more common with users every day.

**Wireless networks.** Is your office without one? Then you're behind the curve—and the curve began in the suburbs.

**Microdrives.** These tiny drives that fit on your keychain were first adopt-

ed by end users who thought they were cute. But more and more IT shops are finding them powerful, too.

The bottom line? If you're an IT manager of any stripe, you'll have to deal with end users' gadgets as welcome additions or interlopers. But there are ways you can manage their use gracefully.

### Rules Of The Road

First, like all great managers, accept what you can't change but make plans to master it. Consumer toys will always honeycomb the office, putting your infrastructure at risk. Rather than rail at the wind, why not go with the flow? Start by knowing what's out there and what users might be smuggling into the office inside their leather satchels. The best way to do this, of course, is to play with the same toys as they do, so invest some time and learn about microdrives, blogs, podcasts, and other hot-button items that appeal to your users. Chances are they'll appeal to you too, so this step of the process should be simple.

Next, as these technologies pop up in your office, get on top of them with rock-solid policies. Lay down the law and tell users, in writing, what they can and can't do, as well as when. And pay careful attention to security: A gadget such as a microdrive can let an angry employee walk off with a gigabyte of your private data.

Third, follow up your policy with reams of user education. It's one thing to tell users the rules, quite another to teach them why they exist. After all, if you expect your end users to hew to your policies, you need their buy-in; you need to convince them you're right and that you're acting with reason, not caprice. What better way to do that than to get them inside the classroom and explain it face-to-face? While you're at it, don't forget to have a heart-to-heart with your CIO, CEO, CFO, and other A-level execs. If your policies have their support, you've won half the battle already.

And lastly, keep an open mind. Remember that just because something begins its life at CompUSA and not CDW, it could still be useful in your enterprise. In fact, it may be something you'd like to use yourself. And if you do, you'll come full circle in adopting consumer technologies to the high-impact demands of corporate IT. □

### Top Tips For Preparing

Resistance, as they say, is futile: iPods, podcasts, blogging, microdrives, IM, and a dozen other favorites of the consumer market will soon be common in even the largest (and most locked-down) enterprise. How do you prepare for the onslaught? Start here:

- **Don't resist it.** A device that's nothing but a user's toy today may have a useful outlet in tomorrow's enterprise, so before you write something off, give it a chance.
- **Do your research.** Subscribe to consumer magazines that clue you in to user trends. *Smart Computing*, *Computer Power User*, *PC Today* (all of which are published by Sandhills Publishing, the same publishers as Processor), and others will get you inside the minds of end users, so you'll know what they might throw at you.
- **Ask around.** You're not alone here. Other firms are facing the same problems. If you're not sure how to lock down a microdrive, ask the people in the next office suite. If you have questions on corporate IM, there's sure to be someone in your area with the answer.



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# Is Banning Certain Devices Necessary?

## Forbidden Fruit In Today's IT Environment

by Douglas Schweitzer, Sc.D.

INSIDER ABUSE OF network systems has become a top security concern for companies and has prompted some organizations to go so far as to ban the use of certain devices altogether. Recent surveys, such as the 2004 eCrime Watch Survey conducted by CSO magazine in cooperation with the U.S. Secret Service and CERT Coordination Center, indicate that roughly a third of respondents experienced unauthorized access to information, systems, or networks by insiders—about 10% higher than those committed by outsiders. Several options are available for responding to the insider threat. Following are some of the more commonly banned devices, as well as a few popular products that help control the use of equipment that isn't banned but is otherwise restricted and/or limited.

### Portable Storage

The greatest danger to networks and information systems arises from portable storage devices. In fact, a Gartner report indicates that these devices are at the crux of downloading private, proprietary corporate data. These include seemingly harmless devices such as the iPod and other disk-based MP3 players. Users can easily connect their iPods right to the company's network at the USB port and sidestep the firewall. Also posing a threat are memory sticks and pocket-sized hard drives that connect using FireWire or a USB hard drive or keychain drive. Compact flash and other memory media, and more obviously, digital cameras with media cards, are also risky. Small, easily concealed devices with large storage capacities, such as USB memory sticks that can

hold up to a gigabyte of data, are of special concern. These devices can be used to appropriate classified or proprietary corporate information and for downloading malware or sharing MP3 or AVI files and stolen software.

In the face of such potential security threats, some organizations have taken to banning the use of USB "finger" drives. While banning may appear to be an effective preventive measure, realistically it may be for naught. IT managers and others point out that finger drives now arrive as an integrated part of articles such as key fobs, watches, and even pocket knives. Unfortunately, the network OS will recognize such a device as a legitimate external drive as it is plugged into the computer's USB port. Because finger drives are now able to

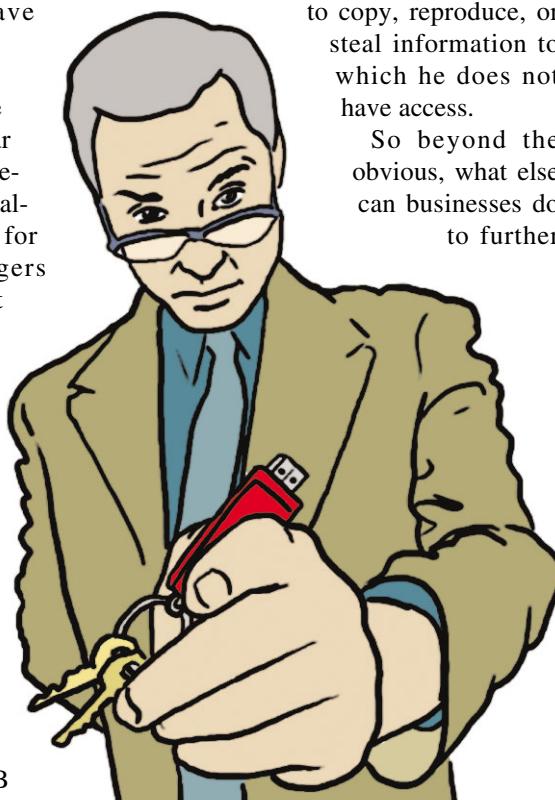
store larger amounts of data, they're more of a threat than is realized when data is downloaded onto discs or when it is burned onto CDs.

### More Than Meets The Eye

Today's cell phones add another level of insecurity to the organization's already threatened networks. New camera technology makes cell phones with built-in digital cameras commonplace. At the retail level, dishonest employees have secretly photographed customer credit cards and ID documents. Furthermore, a creative disgruntled employee can manipulate camera phone photos to make a fraudulent claim of sexual harassment or workplace safety violations.

The organization can immediately reduce risk when it sets about minimizing employee exposure to confidential data. Such data should be maintained in a secure, locked area with restricted access. Ultimately, with camera phone or without, an employee will not be able to copy, reproduce, or steal information to which he does not have access.

So beyond the obvious, what else can businesses do to further



secure sensitive data from camera phone technology? The firm should train all employees in security awareness to the extent the employees will be exposed to confidential or restricted data.

Organizations must establish an acceptable use policy with regard to camera phones in the workplace, just as they may already have in effect covering Internet use and email.

Use of either services or the camera phone can be prohibited during working hours on the grounds that they can be considered for personal use and not work-related. The policy must specify which devices and at what times they may be used. Photographic equipment, includ-

## Super Prevention

When it comes to security, some companies may try to head users off at the pass. Security consultant Karel Rode recently related the following (albeit Draconian) approach to the USB threat he witnessed firsthand. Rode saw a "low-level tech" walking company corridors with a tube of super glue, welding shut the USB ports of all company-owned PCs and laptops.

ing phones and video cameras, can be banned from restrooms, locker rooms, and other areas employees and clients may reasonably expect privacy. The organization may include in its policy a requirement that written permission must be obtained by employees before they may take or distribute any recordings in the workplace. Such a policy must also restate your employees' obligations regarding nondisclosure and confidentiality, and it should clearly indicate the consequences of failure to comply with policy provisions.

### Tools Of The Trade

Let's face it; policies only go so far. So what can the small to medium-sized enterprise do to help prevent the use of certain devices? If your organization decides to disallow unauthorized USB access, a product such as DeviceLock by SmartLine may be what you need. With DeviceLock, your IT team controls user access to I/O ports and storage devices on workstations. Device access is limited to certain dates and times and is dependent upon the employee's position or rank within the company. Your network administrator could, for instance, permit one staffer to use her USB memory stick while still blocking others from access.

Another handy utility for preventing unauthorized access comes from GFI. With GFI LANguard Portable Storage Control, your IT team keeps control of the network centrally from the Windows Active Directory by allowing only certain users to plug in removable media. Other product options are the Entercept intrusion prevention system by McAfee, which gives you control over your USB, as does the Symantec Critical System Protection.

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# Business & Consumer Technologies Collide

*Continued from Page 1*

email, work through Web-enabled applications, and even employ software such as Quickoffice to produce PowerPoint presentations or write documents from a device.

USB or flash drives, too, are increasingly finding their way into the corporate realm. These diminutive storage devices are being used to provide an extra level of backup that protects user data while on the road or at home. Drives such as Migo or the Iomega Mini USB drives have gotten significantly more capacity with the past few years, making them ideal for data transfer from home to office.

## Majoring In Communications

Another obvious way that consumer products and services are creeping into the marketplace is

through communication strategies, both among employees and in the customer-company relationship. Once the darling of the AOL set, instant messaging has increasingly become a corporate tool. Although some companies still ban the applications because they feel that productivity suffers from too much chatting, or that IM presents a new security risk, other companies have come to embrace the tactic because it lets employees swap messages quickly without clogging the email server.

In the next few years, research firm IDC expects instant messaging to grow into a substantial business collaboration tool, especially in compliance-driven sectors such as financial services and government. "IM, along with Web conferencing, enable faster, even immediate, feedback and decision

making, more closely simulating face-to-face and telephone meetings," notes IDC analyst Robert Mahowald. "Because of this, the market for enterprise IM products should continue to grow."

A newer communication strategy is also on the rise. Blogging, which had its start as simple online diaries, is now being employed by executives and sales teams to connect with customers or share information across an enterprise. "When we started the blog, I thought it would just be a good way to keep clients informed about the industry," says Lisa Maysonet, head of real estate brokerage company Group Maysonet. "But now it's become a two-way tool, with clients communicating with me via email about what I've written. Because of the way it's taking off, we're planning on expanding it significantly."

Maysonet isn't alone in thinking of new ways to harness blog power. A number of companies are embarking on the strategy, following in the steps of high-profile executive bloggers such as Sun Microsystems President Jonathan Schwartz, Boeing Vice President Randy Baseler, and GM Vice Chairman Bob Lutz.

## Looking Ahead

As technologies advance, it's possible that in the future, there

won't be such a distinction as "corporate" and "consumer." Products once touted for the home or car will be equally welcome in the office, analysts believe. Some technologies to watch in terms of corporate adoption are MP3 players, which will increasingly be used for data storage, and digital cameras that can capture presentations or company meeting data.

"The desk of an employee in 10 years won't look completely different than it does now," says Roger Kay, president of Endpoint Technology Associates, a consulting firm focusing on devices and networking technologies. "But IT might be surprised at how much the line will blur between what's used at home and what's used at the company. And that's because, increasingly, employees themselves won't make that distinction."

In fact, he notes, offices of the next decade might be only weigh stations for employees to check in occasionally. The cost benefits of telecommuting will keep driving companies to be flexible with in-office time, and devices will help bridge the gap between company and couch.

"Business and consumer technologies have already come together in notable ways," says Kay. "There will be a natural evolution for that to keep happening,

and IT folks would be wise to keep their eye on today's gadgets because they might be asked to support them in the next few years." □

## Technologies To Watch

These devices are currently more consumer-based, but analysts believe they could make an impact on companies, especially small to medium-sized enterprises, in the future.



MP3 players



Digital video cameras



GPS systems



Media center PCs



Flash drives



Wireless headsets

## The Numbers Don't Lie

Here's a glimpse at how consumer technologies are inching into the consumer space:

<b>1,500</b>	Number of Sun Microsystems employees who have company-supported blogs
<b>37</b>	Percentage that sales of enterprise instant messaging systems have jumped over last year's sales
<b>Almost 1 billion</b>	Number of messages sent each day using enterprise instant messaging products
<b>Less than \$100</b>	Cost of the Seagate USB 2.0 pocket hard drive boasting 5GB of storage

# Prepping Your Data Center For Blades

*Continued from Page 1*

managers might think their rooms can handle it. "There can often be creeping problems, where there will be more and more heat in bigger and bigger spots," explains Lennart Stahl, senior product manager at Liebert. "Typically you will see it grow and grow and at some point it's just too much and it might be too late to really do something about it in the most efficient way."

By focusing on efficiency before the blades arrive, you can avoid escalating problems down the road. For example, check that your raised floor environment is operating at optimum levels, that your hot and cold aisles are properly distributing air, and that hot and cold air aren't being mixed. And when all your major operating elements are in check, or even if they're still a work in progress, don't forget to address the small things.

Sawyer relates tricks such as checking for any nonproductive holes in your data center floor. For example, under most rack there's a large cut-out in the floor for cables, but you should seal the hole as tightly as possible so cold air is sufficiently flowing through the perforated tile in front of the rack.

Efficiency also means proper cable management, a particularly crucial requirement for blades due to their increased power requirements. "If you've got six blade servers in a rack, each one of them has a dual power supply in it, (and) each dual power supply has a pair of cords, you've got a lot of power cords coming out the back just to support it before you even add the cabling required for the blade itself," says Sawyer. "If you don't plan your cabling

installing blades, but there's a little twist of irony in the formula. While blades themselves are sleek and small, the infrastructure required to support them can easily eliminate any dreams of space saving.

For every rack of blades you have in a dual-cord arrangement, you'll need two hefty UPS systems to provide N+1 redundancy. This means you'll also need a cooling unit that can handle not only the blades but also those UPS systems.

**While blades themselves are sleek and small, the infrastructure required to support them can easily eliminate any dreams of space saving.**

correctly, those cables are going to drop down behind the blade servers, and the air can't be exhausted. So you have to plan a little bit for the amount of power capacity you put in and how you arrange your cables so you don't impede the airflow itself."

## Don't Be A Show-Off

Cooling and power garner much of the attention when companies consider

"If you go into a data center's design for up to 150 watts per square foot, once you go over that 150 watts per square foot, your cooling, your power distribution, and your power supplies actually take more space than the IT equipment does," notes Sawyer.

Power and cooling equipment isn't the only reason you'll need to plan for plenty of room in your data center. While some companies routinely showcase their huge blade investment by placing all their new servers in one area, others take the more sensible approach of spreading the loads across their data centers. Hot spots are nearly inevitable when all of your high heat loads are in one area, a situation that could lead to blade failures, especially in the upper end of the rack.

"Leave your ego at the data center door," instructs Sawyer. "It's physics. Physics will not be denied."

## Model Approach

Depending on your investment, computer modeling could be the best approach when planning for blades as this software can predict precisely what will happen when

## Prep Steps

Whether your new blade servers are sitting on the dock or you're simply contemplating a future investment, you can optimize your data center now to prepare for them. Here's a checklist to get started:

- Analyze your current space to determine server placement. Account for power equipment, cooling equipment, and rack location, keeping in mind that hot spots can be avoided by spreading loads.
- Check current power supplies. Blades require fewer, but more powerful, supplies.
- Check whether your current cooling units will accommodate the blades and any necessary power supplies and UPS units. Also, ensure your cooling environment is running at optimum levels.
- If your existing cabling isn't up to snuff, fix it now because blades and their power supplies will add plenty more.

those new servers hit your data center. Products such as OPTNET's Server Specialized Models can help you determine how your current servers will interact with blades, the extent of any performance gain, and how the servers will work with your network and policy configurations, while others, such as Fluent's Airpak, can predict airflow, heat transfer, and other HVAC-related concerns.

"There are several different kinds of software that can predict what's going to happen," says Stahl. "By doing that, you can optimize what you had to start with, and if you need to make an investment, you can evaluate the efficiency of different additional solutions."

This software and its related measuring equipment carry a hefty price tag and require expertise to use them, so if you're looking at modeling, consider hiring a qualified consultant to perform the analysis. □

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SOURCE: "STRATEGIES FOR DEPLOYING BLADE SERVERS IN EXISTING DATA CENTERS" WHITE PAPER, APC, 2005

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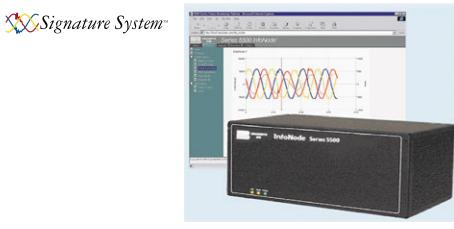
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**IPC 3402-2756 - NEW High Current 30 Amp Intelligent Power Controller** - Rugged, industrial grade, 19" rack-mounted unit only 1U (1.75") in height & comes network ready w/ built-in Ethernet port & RS-232 support for dial-up. Unique design allows for primary communications thru a network & allows for a redundant dial-up connection at the same time. Features detachable mounting brackets.

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## Power Management

[www.Processor.com/PDI3](http://www.Processor.com/PDI3)



**PDI Branch Circuit Monitoring System (BCMS)**

- Actively manage server loads to the branch circuit level
- Reports, records, alarms current and voltage readings
- User programmable for your individual set points
- Factory installed or field installed
- Local monitoring of all set points optional

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## Power Management

[www.Processor.com/BTECH](http://www.Processor.com/BTECH)



BTECH's S5 Series Battery Monitoring & Validation System has been designed specifically for your UPS battery cabinet. Our patented and proven impedance measurement technology finds bad batteries well before they pose a risk to your critical systems. Plus, with battery sensing harnesses predesigned & tested for your specific cabinet, installation time is cut in half while increasing system reliability.

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[www.Processor.com/TrippLite](http://www.Processor.com/TrippLite)



**Model: ISOBAR12ULTRA**  
**\$149.00 MSRP**

Premium protection against surges, spikes and line noise

- 12 outlets
- All-metal housing
- 1280 joule rating
- Isolated filter banks remove EMI/RFI line interference
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## Power Protection

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**PC 975 Series - 2U Mounted**

- 30A, 3-phase, 120/208V ~ WYE
- 120V NEMA 5-20R and 208V NEMA L6-20R outlets are standard L5-30R and L21-30R outlet versions available
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## Power Protection

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**TPC 4100 Series 3-Phase Power Distribution**

- 0U or 1U mounted - 20A or 30A input, 3-phase, 120/208VAC WYE - 16A or 24A output
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**8 Receptacle Power Control / Monitoring w/Trans Switch**

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- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10,20,30A Models
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- Provide redundant power to single-power supply servers
- Auto-switches to a secondary power source if the primary becomes unavailable
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For Telecommunication, Networking and Advanced Servers

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**Power Protection**[www.Processor.com/MGEups](http://www.Processor.com/MGEups)

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- Requires NO host PC, includes PageR Enterprise software
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No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When a disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

**Temperature monitoring is likely the biggest threat facing today's dense computer rooms & data centers.** More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to be an IT data center. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85° F, you're cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, APC or Liebert. The bottom line is that you need to know immediately when temperature problems arise because recovery is simply too expensive.

*"25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day."*

Thankfully there's **TemPageR**, the low price, high value solution that monitors 24x7 to automatically alert your staff when temperature extremes or changes occur. It will log temperatures for easy export, runs without a host PC and easily integrates with advanced monitoring software like *PageR Enterprise*, *OpenView*, *Tivoli* & *Unicenter*. **TemPageR** is proven protection used by the Fortune 1000, Pentagon, United Nations, U.S. government, and businesses large & small... *Why not at your facility?*

AVTECH Software has almost 20 years of experience serving data centers around the world. Our **TemPageR** product provides reliable, 'real-time' digital temperature monitoring with advanced features. Easy to install and configure, your staff can have **TemPageR** operational in minutes to protect your equipment and data center. If you're looking to monitor more than temperature, then consider one of our powerful **Room Alert** models to monitor temperature, humidity, power, flood, smoke, entry, and more. Our alerting and automatic corrective action capabilities are the most advanced available.

*"Immediate detection & alert notification are the #1 ways to reduce downtime costs."*

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\*\* Read the **PROCESSOR** cover story for August 12th... "AVTECH: A Company To Watch" by using the "Search Past Articles" feature on **PROCESSOR.com**, key word "AVTECH". \*\*

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- 42 U x 36" Deep
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User adjustable design accommodates equipment from 24" to 36.5" Deep.

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42U - From \$245  
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- 4 Heavy-Duty Steel Uprights
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- Easy to Assemble

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- Fully adjustable rack rails
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- Ventilated tempered glass locking front & rear doors
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- 4-adjustable rails for server & 2-auxiliary vertical rails
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Perfect On or Under Desk**

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- Protect your valuable equipment from dirt and dust
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Desktop Enclosure - DS850  
CPU & Monitor & Keyboard

**The complete solution for your computer protection needs.**

From fiberglass particulate in a boat manufacturing plant to concrete dust in a ready mix facility to flour in a commercial bakery, normal production floor contaminants are everyday threats. Hardware failure and data loss are real hazards to any business.

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# Good things come in small packages.

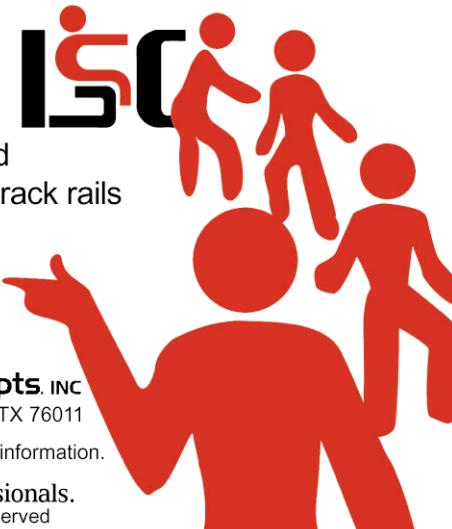


Our small Low Profile Server Rack Cabinets have some very big features:

- Vented top and bottom panels
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**\$989**

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RACKMOUNT SOLUTION

New Generation of 19" Server Rack Cabinet  
 • 42U x 42" deep  
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 • Also includes 4 mounting rails, 4 dual casters & feet  
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- Shock Isolation Rack Cases (elastomeric style F8 or foam isolation style F4) Provide the Ultimate Protection
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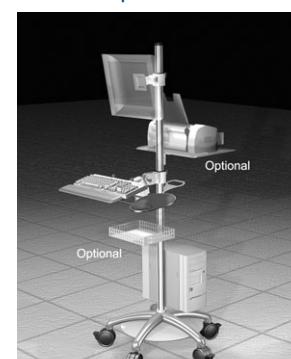
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- Mobile Workstation Cart 69" H**
- Uniquely designed for 4-sided mounting on Post
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  - Molded dividers cradle each cartridge
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## Access Server

[www.Processor.com/Avocent](http://www.Processor.com/Avocent)



The Avocent CCM console manager, available in 8, 16, & 48-ports, provides complete and secure in-band and out-of-band connectivity to ensure quick access to serial devices, including servers, network gear, telco and power devices. Key features include: SSH v2/Telnet host, strong authentication, offline buffering, management software, SUN Solaris Ready, and more. Call for a 30-day evaluation.

**Avocent**

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Fax: (256) 430-4030

# Product Releases

## PHYSICAL

### Environmental Monitoring

■ **Data Aire** introduced the R-410A Data Temp, an air conditioner for computer rooms. The R-410 Data Temp comes in 2-, 3-, 4-, and 5-ton capacities and both upflow and downflow configurations. Both A and V coils are also available. It is a single-circuit device that mounts into the floor. The R-410A Data Temp has a DAP-II microprocessor controller. An optional communication card is available.

### Power Protection

■ **Tripp Lite's** new 550VA Internet Office UPS includes eight power outlets spaced far enough apart to accommodate larger transformers that would otherwise interfere with other plugs. Four outlets offer battery power and surge protection (enough for a desktop, monitor, and two peripherals) while the remaining four offer only surge protection. The included battery can provide enough power to save open documents and shut down the system to prevent data loss and corruption. The 550VA also offers a standard phone jack for DSL and analog data lines. The jack not only protects against power surges but can also clean up noise and improve line quality. The 550VA includes a USB connection that can shut down an unattended system (saving all data and closing all applications to protect against data loss).

## COMMUNICATIONS

### Access Server

■ **Moxa** is targeting companies that need to connect serial devices to copper or fiber networks with its new NPort IA industrial

device server series. The devices have a software selectable RS-232/422/485 interface, two power inputs, and two RJ45, 10/100BaseTX ports. The system also has an email alert generator that can warn administrators of dropped Ethernet links. The device supports wall-mounting and 1-inch-wide DIN-Rail mounting.

### Application Networking

■ **Radware** unveiled the company's next generation APSolute product family, a unified application delivery product that makes networks adaptive to dynamic business processes and application demands by using granular application technology. The product has health monitoring capabilities, application acceleration, traffic redirection, load balancing and bandwidth management features, as well as combined functionality of intrusion prevention and DoS protection.

### Security

■ **CipherTrust** introduced CipherTrust IronIM, a gateway security appliance that provides security for email and IM applications. IronIM logs, monitors, encrypts, and protects a company's IM. In addition, IronIM checks for policy violations, including, but not limited to, disclosure of confidential information. The appliance halts viruses, spam, and other disruptive content using keywords, patterns, and customized dictionaries. All IM traffic is also logged so administrators can search IM content later. IronIM supports AOL IM, MSN Messenger, Yahoo! Messenger, Google Talk, Microsoft LCS, IBM SameTime, and several corporate IM products.

.....

■ **Imperva** announced SecureSphere Database Security Gateway, which moni-

tors and audits database usage in real time to prevent security breaches. SecureSphere profiles legitimate user and application activity to automate the creation of database security policies. All database activity is then compared against these policies to identify unauthorized database usage, attacks that elude some traditional database, network, and cryptographic security technologies. The SecureSphere appliance is designed to have no impact on database performance, stability, and administration.

.....

■ **Samsung** released its OfficeServ 7200 converged platform, which marks the introduction of the company's converged platform for voice and data communications using both wired and wireless technologies. The OfficeServ 7200 lets end-users leverage new capabilities not previously available to them, via Samsung products such as IP-based, in-office mobility, and OfficeServ applications. OfficeServ 7200 manages voice calls and data using a flexible array of modules, including LAN and WAN modules and a 10/100 Base-T Ethernet interface. This provides support for Samsung's VoIP, WLAN, and traditional phones along with IP-based data and other business communications peripherals. In addition, this solution offers Samsung's SVMi-20E, a fully integrated voice-processing platform that includes such features as auto attendant and call processing functionality.

.....

■ **WildPackets** released the Omni Wireless Sensor that monitors the security of real-time 802.11 wireless traffic. It features network analysis applications and gives administrators a single solution for forensic analysis, troubleshooting, and reporting. All North American network channels (802.11a/b/g)

are supported by this wireless sensor, and the WildPackets offering also has PoE support. The Omni Wireless Sensor requires no additional server to collect and analyze sensor data, which keeps the total cost of ownership for this product as low as possible.

### Storage Networking

■ **Fujitsu** and **Brocade** have partnered to produce the ETERNUS VS900, a storage virtualization product that uses Brocade's SilkWorm Fabric AP. SilkWorm Fabric AP is an intelligent SAN switch designed to support SAN-based applications, and the ETERNUS VS900 offer enterprise-class virtualization and streamlines resource provisioning. The device also simplifies enterprise data management via a transparent, heterogeneous data pool managed through a single platform. The ETERNUS VS900 creates virtual disk space to eliminate the need to physically configure disk arrays. The ETERNUS VS900 will be available December 1.

## END NODES

### KVM

■ The KW1000 is the first wireless KVM from **ATEN International**. By using an 802.11b signal, the KW1000 wirelessly transmits keyboard/video/mouse data, allowing IT administrators to remotely access the KVM from a distance of up to 300 feet. Administrators can control hundreds of servers of different platforms without a physical or stationary connection. The KW1000 delivers 1,600 x 1,200 DDC2B video resolution. It uses RSA 1024 encryption to send data securely and also includes IP and Mac filters and SSL2.0 and SSL3.0 support.

*Go to Page 17, Column 1*

## Access Server

[www.Processor.com/DigitalNetworks](http://www.Processor.com/DigitalNetworks)



Starting at  
**\$799**  
List Price

- 10/100Mbps LAN connectivity
- Power Options: AC or 802.3af Power over Ethernet (PoE Injector included)
- Connect to RS232, RS422, and RS423 serial devices via TCP/IP and LAT
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## Digital Networks

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## Product Releases

*Continued from Page 16*

### Mobile

■ **CSS Laboratories** introduced the GETAC M220 notebook and the CA27 Tablet PC. Both have a rugged design and are waterproof. The GETAC M220 (\$3,895) comes with a 1.4GHz Intel Dothan LV (Pentium M) processor with Intel Centrino Mobile Technology. It has a 14.1-inch TFT XGA LCD, 64MB of shared RAM, and an HDD bay. The M220's battery provides up to four hours of power, and the optional backup battery provides an additional two hours of power. The M220's die-cast magnesium case is tightly sealed, and the system can withstand 15G acceleration. The CA27 Tablet PC (\$3,500) has an Intel Centrino 1.1GHz low-voltage processor, 1GB of DDR, a 20GB shock-mounted drive, and GETAC X-Bay options. The CA27 supports upgrades to WLAN and CDPD, as well as the addition of extra serial, Ethernet, and FireWire ports. The 10.4-inch touchscreen is weather-resistant with handwriting recognition.

• • •

■ **Microsoft** announced the latest version of its Streets & Trips 2006 With GPS Locator. The package includes a USB-ready GPS receiver that plugs into a notebook or Windows Mobile device. The software provides turn-by-turn directions and voice prompts that instruct users exactly where to turn and when. The display can zoom in on your current location to better

illustrate upcoming changes in direction, and a new night style makes maps more readable in the evening or in low-light conditions. A new Locate Me feature even lets customers use Wi-Fi hotspots to help estimate their location.

### Point of Sale

■ **Casio** announced the QT-6000, which belongs to Casio's Hospitality Line of PC-based POS devices. The device features a 12.1-inch touchscreen and preloaded software. Designed for the fast food, table service, and retail hospitality industries, the QT-6000 can display color-coded tables, a drive-thru screen, as well as 15 other menu levels. Casio also offers modular add-ons including magnetic card readers, external remote displays, and external thermal printers (sold separately).

### Printer

■ **Dell** announced the Dell Laser Printer 1710n and the Dell Laser Printer 1710. Both printers have speeds up to 27ppm and up to 1,200 x 1,200dpi resolution. Using a Dell High-Capacity Toner Cartridge, the 1710 series can offer a low total cost of printing with costs per page as low as 1.7 cents. The 1710n can be shared over a wired network providing an additional 16MB of standard memory and PostScript. Both printers include the Dell Printer Configuration Web Tool for installation, configuration, and management. This tool

can be set up to provide email notifications regarding low toner levels, paper shortage, or paper jams. Other features of the 1710 series include up to 15,000-page monthly duty cycle, USB and parallel system interfaces, an optional 550-sheet paper drawer for a total 800-sheet capacity, and an optional memory upgrade of up to 160MB for the 1710n and 144MB for the 1710.

### Scanner

■ **Socket Communications** announced the CHS (Cordless Hand Scanner) 7P. This is a high performance scanning product that is designed for use with Bluetooth-enabled laptops. The CHS 7P includes Socket's patent-pending Error Proof Protocol, a technology that assures scanned data is received correctly by host computers. This product is compatible with Windows Mobile/WinXP, Palm, Symbian, and RIM platforms. It is a Class 1 Bluetooth device with a maximum range of 300 feet. The 7P is a rugged device that complies with IP54 standards for protection against dust and water.

### Storage

■ **Addonics Technologies** released a drive enclosure that lets users combine multiple drive interfaces and a mix of hard drives or optical storage devices within a single drive enclosure. The Addonics Storage Tower boasts an aluminum construction, two cooling fans, and a 220W power supply. Capable of housing four full-height optical

drives or five 3.5-inch hard drives, the Storage Tower offers two choices of back panels. The first panel has one USIB and five eSATA ports, and the second panel offers four USIB connectors.

• • •

■ **Copan Systems** introduced the Revolution 200T, a storage tier MAID-based platform. The Revolution 200T integrates Power Managed RAID and Disk Aerobics software. The 200T storage platform can spin disk drives only when an application requires access to the disk's data. It can also improve power efficiency and cooling across shelves. The 200T has a data transfer rate of up to 2.75TB per hour.

• • •

■ The SeriTek/2eEN4 is **FirmTek**'s new 4-bay aluminum enclosure for SATA hard drives. Featuring a 3Gbps eSATA interface, the \$499.95 SeriTek/2eEN4 offers hot-swappability and key locks for each drive. The backplane is internally cableless, and FirmTek throws in four shielded eSATA cables to link the unit to a PC. The platform-independent enclosure doesn't act as a RAID controller, but it supports RAID managed in software on the host.

• • •

■ **LaCie** introduced the LaCie Big Disk Hi-Speed USB 2.0. With up to 1TB of space, this hard drive can be used as a backup device for workstations without the need to configure any software—just hook it up to a

*Go to Page 18, Column 1*

# Speeding Up SMB Network Security

## ZyXEL's New UTM Security Appliances Offer Increased Throughput

by Joseph Pasquini

AFTER THE IMPLEMENTATION of UTM (unified threat management) devices in some small to medium-sized business environments, IT managers have often discovered that the benefits offered by these appliances were not without their costs. Although such devices do offer broad security features, they also tend to suffer from notable reductions in data throughput speeds. To help SMBs

reduce network bottlenecks when using these all-in-one security appliances, ZyXEL has introduced its ZyWALL UTM series of accelerated unified threat management products.

The ZyWALL UTM solution offers numerous security features, including a firewall, IPsec VPN, dual WAN load balancing, bandwidth management, Blue Coat content filtering, and IDP (intrusion detection and prevention) services. The appliance also features

a six-month trial version of both Kaspersky Lab Antivirus and Mailshell Gateway Anti-Spam. Granular control, as well as centralized logging and system monitoring, are also supported.

The centerpiece of the ZyXEL's UTM product line is its Network Security Turbo Card. "Many SMB IT staffs thought deploying a UTM will solve all security annoyances in one shot. However, they often overlooked the fact that the throughput of many SMB-class UTMs would drop significantly to below pathetic 1Mbps with Layer 7 protections activated," says Kerming Chen, ZyXEL's

vice president of SMB and consumer business unit.

Employing ZyNOS v4.0 as the core of its OS, the ICSA-certified ZyWall UTM lineup is available in three different models based upon the number of users. The ZyWALL 70, which is intended for approximately 100 users, features dual WAN ports, four dedicated DMZ ports, and one LAN port and provisions up to 100 VPN connections. The ZyWALL 35 supports approximately 30 users,

### SNAPSHOT

#### ZyXEL ZyWALL UTM

Unified Threat Management network solution that offers accelerated network throughput for SMBs

[www.Processor.com/Zyxel](http://www.Processor.com/Zyxel)

features dual WAN ports and four LAN/DMZ ports, and supports up to 35 VPN connections. The ZyWALL 5 handles approximately 10 users and features one WAN

port, four LAN/DMZ ports, and up to 10 VPN connections. ZyXEL offers a flat licensing policy that allows businesses to connect as many users as desired for unlimited nodes.

ZyXEL's UTM product lineup faces competition in the SMB arena from similar solutions such as Equinix's NetPilot and Fortinet's Fortigate families of unified devices, just to name a few. Due to the performance bottleneck often associated with many UTM appliances, however, not all of their security features can be simultaneously enabled while still maintaining maximum network performance.

According to ZyXEL, the SecuASIC acceleration chip-based card found on its UTM series is capable of increasing throughput by as much as 20 fold even with all of the device's security features enabled. Interesting enough for some SMBs, the NetPilot also features Microsoft file and print services. P

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## Product Releases

*Continued from Page 17*

universal USB port on any Mac or PC and begin transferring files. For added security, the Big Disk Hi-Speed USB 2.0 is packaged in a sturdy aluminum d2 case. The Big Disk Hi-Speed USB 2.0 is available in 500GB, 600GB, and 1TB models with respective prices of \$349, \$429, and \$929. All drives come with LaCie's new One Click Backup Software for PC and Mac. The 500GB and 600GB models are fan-free for the quiet operation, while the 1TB model includes new Smart Fan technology that automatically cools the drive when needed.

■ **Overland Storage** unveiled the REO 9000 Expansion Array, which lets users add RAID 5 capability to the REO 9000 in 4TB or 8TB increments. With the REO 9000 Expansion Array, REO 9000 owners can add up to 28TB additional storage. The REO 9000's Protection OS ensures data is safe. An integrated VTL lets users configure the REO 9000 and REO 9000 Expansion Array as a combination of virtual tape libraries, drives, or disk volumes for greater flexibility. Over-

land also announced it is expanding its REO 9000 lineup by offering an REO 9000 with high-capacity 500GB SATA hard drives.

### Workstation

■ **I-LACS** released the ACS-3848P, an 8U-high workstation. The computer has an ACS-1008P3/P4/P7 backplane, a hinged rear cover, a 60-key Membrane keypad that includes F1 to F8 function keys, and another 6-key Membrane keypad. The device sports a 15-inch TFT LCD with a 1,024 x 768 resolution. The system has a built-in cooling fan, a single USB port, a single PS/2 port, a 300W power supply, and bays for an optical drive, a floppy drive, and hard drive. I-LACS is targeting the new computer at industrial fields, including aviation, railway, and space-flight.

### Components

■ There's a new family of 4Gbps Fibre Channel SAN host bus adapters from **Emulex**. The LP11000 is compatible with the PCI-X 2.0 interface, whereas the LPe11000 is designed for PCI Express

slots. Both HBAs are backward-compatible with 2Gbps and 1Gbps Fibre Channel products. The cards offer firmware-based architecture and OS driver compatibility.

■ **Portwell** released the TANC-5230 motherboard, which supports dual Intel Xeon LV Nocona processors. The motherboard has an ATCA node card that sports three 64-bit/133MHz PMC interfaces. The board is among the first to boast two PCI-Express XMC interfaces. It has an 800MHz FSB, an Intel E7520 chipset, and IPMC and IPMB.

### SOFTWARE

#### Application & Web Development

■ **Altiris** announced new software management capabilities available with the upcoming release of Altiris Software Virtualization Solution. This new Altiris technology is designed to reduce support costs and make software operations more efficient while delivering business agility through on-demand application provisioning. SVS eliminates application conflicts,

makes possible the instant repair of damaged applications, and significantly reduces testing time for application rollouts.

■ **IBM** announced new software tools to make information technology more accessible to those with age-related disabilities and other physical limitations. The new technologies are available for download in an accessibility section on IBM's alphaWorks Web site. The accessibility section will host the new and existing accessibility technologies, as well as articles and tutorials to help drive accessibility skills among the global developer community.

■ **Macromedia** announced the Macromedia Flex 2 product line and Macromedia Flash Player 8.5. Flash Player 8.5 incorporates industrial-strength programming power in addition to functionality from previous versions. It also includes a new virtual machine that offers a faster runtime performance, full runtime error reporting, improved debugging, and ActionScript3. Flex Framework 2

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# Monitor & Control Bandwidth & Traffic In Living Color

## LastBit's TrafMeter 6.0 Provides An Easy Freeware Solution

by Julie Sartain

**THE OLD CLICHÉ** "A picture is worth a thousand words" definitely applies when you are evaluating and monitoring network traffic, viewing hundreds of lines of text spread across a screen. Even in the grandest report layout, this task can put even the most alert employee to sleep.

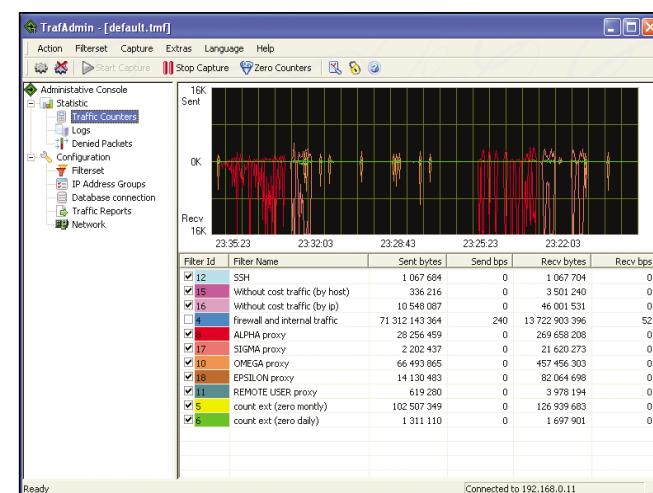
LastBit Software's TrafMeter 6.0, a traffic monitoring and management program that lets you view graphic charts with traffic speed in real time, can help. You can capture every network packet and watch its every move.

This program can track and record your Internet usage through any proxy server or any IP on your LAN. View bandwidth usage and IP traffic accounting by any protocol, host, or port and create custom results using an unlimited number of filters to ascertain how many specific IP protocols, or how many subnets, or how many hosts not in your LAN—the variations are endless, just like querying a database.

"Our company offers managed servers and virtual private servers using SWsoft's new Virtuozzo product for Windows. We urgently needed a way to monitor and control how much bandwidth/traffic our customers were using. Unfortunately, almost all the tools out there are either for Unix or priced for huge enterprises and not for small businesses like us," says Geoff Allen, co-founder and director of Web design company BoltConnect.

"Then we stumbled upon TrafMeter. It did everything needed to manage a server/ISP business and expose XML/SQL API's, making it very easy to integrate into our billing system—an incredibly powerful feature set."

TrafMeter, which easily integrates into any existing network infrastructure, performs transparent traffic accounting and management for all administrators and users. "TrafMeter has given our company the ability to bill down to the protocol level for hosting agreements. This is a 1,000% improvement over trying to track bandwidth before TrafMeter," says Tiger Taylor, system administrator at Bryant Design, a Web design and programming company. "I recommend it to everyone as an affordable, reliable, and scalable bandwidth-tracking package."



### SNAPSHOT

#### LastBit Software TrafMeter 6.0

TrafMeter Freeware: free (restricted to only three traffic filters)  
TrafMeter Lite: \$29 (same features as full version except no database compatibility and does not let you track visited Web sites)  
TrafMeter: \$69 per license

A Windows-based tool that provides real-time traffic accounting and monitoring

[www.lastbit.com](http://www.lastbit.com)

Other options in this market include Paessler's PRTG Traffic Grapher (for Windows), HHD's Accurate Network Monitor, and ipac. PRTG is TrafMeter's closest competitor; however, it lacks many of the recording functions that TrafMeter includes. HHD's Accurate Network Monitor, which is actually a protocol analyzer, has no traffic accounting and speed limitations, and ipac, an IP accounting package for Linux, is missing a visual console for management (you must work at a command prompt) and is difficult to install. □

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## Load Balancing

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## Product Releases

*Continued from Page 18*

is the core programming model and component library for Flex. Flex Builder 2 is an all new Eclipse-based development environment. Flex Enterprise Services 2 provides data services, automated testing support, and an open adapter architecture to help deliver data-intensive Internet applications. Flex Charting Components 2 are extensible components for advanced data visualization.

### Database & Data Mining

■ **Business Objects** introduced Business-Objects XI Release 2. Designed for small and medium-sized enterprises, Business-Objects XI Release 2 includes the new Intelligent Question feature, which lets even novice users ask business questions and receive coherent answers. The updated offering is available to current and future BusinessObjects XI users.

### Mobility

■ **Red Bend** released vCurrent Mobile Updating Suite Version 3, a program that transfers firmware updates to smartphones over the air. The program supports phones that run operating systems such as Symbian OS 9. The new version of the software generates smaller updates, making the updating process more cost-effective. The software can create multi-image packages that install

individual image updates. The software also supports application binary interface for ARM microprocessors and better performance on phones that use NAND memory.

### Security

■ **BindView** released the BindView Compliance Assessment Tool, which is designed to report a customer's compliance audit readiness. The utility asks 10 policy and technical questions and uses a measurement component to form its assessment. It tests compliance for Sarbanes-Oxley, FISMA, GLBA, Basel II, and PCI. Some components of the assessment include log auditing, restricted access, and dangerous services. The BVCAT is currently available as a free download.

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■ **BMC Software** launched the latest version of its BMC Identity Management Suite, which lets customers use identity-aware systems to improve compliance, authorized access, application security, and data security. Version 5 comes with three new features, including BMC Identity Discovery, BMC Identity Compliance Manager, and BMC Identity Federation Manager. The new offering also features a user-friendly, Web-based interface that can work within existing business processes.

.....

■ Government agencies that must comply with FIPS regulations have a new wired/wireless client, **Funk Software's** Odyssey Client/FIPS Edition. This is a special version of Funk Software's Odyssey Client that includes a recently certified FIPS 140-2 Level 1 compliant. The client provides secure access via 802.1x and 802.11i (WPA2) specifications. The new client includes a lockdown feature that lets administrators force the client to always connect in a FIPS compliant manner. Prices start at \$1,781.25 for a 25-client license with a support and maintenance contract.

.....

■ **McAfee ePolicy Orchestrator** 3.6 is the latest version of the scalable enterprise security management software. It allows central management of IPS, antivirus, antispyware, antispam, and firewall protection systems, as well as content filtering. If it detects non-compliant systems, it takes steps to minimize the network's risk exposure to them. Among many enhancements in version 3.6 is support for Microsoft Clustering Services.

.....

■ The newest edition of **nCircle's** Security Intelligence Hub is designed to work with the company's IP360 vulnerability and risk management appliance. The new Hub supports SQL-connected Oracle databases, as well as IBM DB2

and Microsoft SQL Server databases. The Hub acts as an intelligence gathering collection point for security data about the network and produces reports.

.....

■ **Sunbelt Software** released an upgrade for its CounterSpy security software. The new upgrade, entitled version 1.5, delivers more user options in custom scanning and improved spyware removal. The upgrade includes Sunbelt's new Do Not Resuscitate technology. This improves the chances of killing spyware resuscitators (spyware components that don't allow a harmful program to be completely removed from a system). The upgrade also includes a choice that lets users scan .zip files, and it can automatically run a full system spyware scan. This upgrade is free to users with a current subscription plan.

.....

■ **Symantec** announced the release of Norton SystemWorks 2006 and Norton SystemWorks 2006 Premier. The Norton SystemWorks 2006 products have Norton Cleanup, an application that lets users configure their system to prevent Internet clutter and to remove unwanted files. Norton SystemWorks 2006 is \$69.99, while Norton SystemWorks 2006 Premier, is available for \$99.99.

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# Get Organized

## JetBrains Omea Pro 2.0 Helps Manage Different Forms Of Electronic Information

by John Brandon

• • •

FOR KNOWLEDGE WORKERS, information overload is a common ailment. The symptoms are obvious: too many desktop applications, lost corporate knowledge due to poor desktop search and archiving capability, and a resulting high stress level. While one solution might be to throw more applications into your standard desktop, a better solution is JetBrains Omea Pro. The new 2.0 release includes additional support for RSS, better integration with Office 2003 documents, and a host of Internet data retrieval additions.

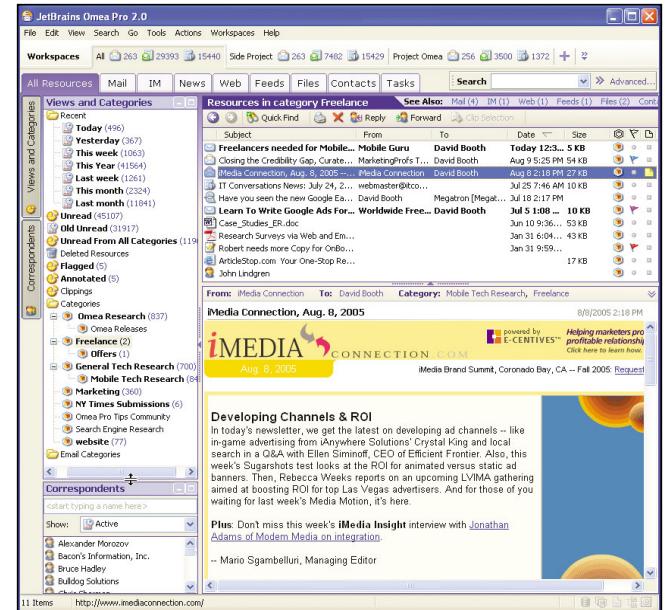
The Internet data retrieval options are particularly useful. With Omea Pro 2.0, users can read, organize, and search all incoming data from just about any source. For example, users can configure Omea Pro as an email client that synchronizes with Microsoft Outlook and then configure RSS, instant messaging, and newsgroup reading in the same client. This reduces the complexity of managing disparate tools and trying to link the data into one repository. For IT, it also means a streamlined standard desktop because one application can replace many.

Omea Pro also archives data into categories for later reading and includes a desktop search function that is similar to Google Desktop Search in that it indexes files and helps speed local searches. The main difference between the most common desktop search tools and Omea Pro is in data categorization. Instead of just searching local data, users can quickly browse through grouped data according to filtering rules they configure. Omea Pro also has an open API, so IT organizations could add new functionality, such as data backup directly from the Omea Pro library to existing network archive systems.

"Omea Pro replaces my existing email program, news reader, feed reader, Web link manager, text information categorizer," says Clark Wilson, a software engineer.

Omea Pro supports both Mozilla Firefox and Internet Explorer bookmarks, replacing common Web-based bookmark tools such as Del.icio.us.com. The new release also supports PDF files, automated picture archiving, and podcasting.

Omea Pro uses a rules-based approach to categorizing data. Nearly any piece of incoming data can be flagged and stored for later use. However, the product does not support



**SNAPSHOT**

### JetBrains Omea Pro 2.0

\$49 per user; site licensing available

A powerful tool for reading, organizing, and searching through data; a replacement for several small desktop utilities

[www.Processor.com/Jetbrains](http://www.Processor.com/Jetbrains)

P2P and BitTorrent downloads and won't work with OpenOffice or other third-party productivity suites and email clients other than those from Microsoft. P

## Load Balancing

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Dublin, OH 43016  
Fax: (614) 798-1770

## Product Releases

*Continued from Page 19*

### Storage

■ The latest version of **ADIC's** data management software, StorNext 2.6, includes support for a greater number of platforms and devices. According to ADIC, StorNext 2.6 supports the widest range of OSes, tape drive models, and tape libraries. StorNext File System supports AMD32, Opteron, SGI Alitx, and Xeon EM64T platforms and the following OSes: Red Hat Enterprise Linux 4.0, SGI IRIX 6.5.27 and 6.5.28, IBM AIX 5.3, and Novell SUSE Linux Enterprise 9. The software itself transparently migrates data according to business value and lets multiple business processes quickly access a single data set to maximize storage utilization.

■ **LXI** introduced its AS400 Backup Recovery Tape Management System, which can be purchased separately or as part of the Media Management Suite. The suite includes AS400 Backup Recovery Management System, Tape Management System, and a Vault Management System at a discounted price. The AS400 Backup Recovery Tape Management System is designed to help corporations implement strategies designed to meet growing data recovery, AS400 Backup, and media management needs, while minimizing storage costs.

.....

■ **Paragon** is targeting system administrators with the latest version of its server backup software, Drive Backup 7.0 Server Edition. The software includes a Backup Capsule that stores the backup image in a secure location on the hard drive and prevents unauthorized access or deletion. It also has several restore types, including a restore that lets the user select the data to restore (as well as full system restores). Drive Backup supports dynamic volumes and includes script generation and schedule-maker features. The software includes an updated interface and can image Windows Server without interrupting it. The software can restore the system even when the OS can't boot.

.....

■ **Storactive** released LiveBackup 2.9, an automatic and transparent backup for computers running Windows. The latest release offers the highest levels of transparency in the Storactive LiveBackup line. In fact, end users shouldn't notice LiveBackup at all unless there is a recovery operation running. LiveBackup 2.9 also features the ability to back up third-party vaults.

### Network & Systems Management

■ **Computer Associates** has integrated its Spectrum network fault and performance management package with eHealth's network performance reporting features. As a result, customers of both products can use them to automatically discover and man-

age networked devices, access At-A-Glance and Trend reports, and see eHealth Live Health alarms from the Spectrum user interface.

### SERVICES

#### Hosting & Disaster Recovery

■ **EVault** is targeting its new services at businesses that want a systematic disaster recovery plan. The company offers onsite support and analysis of the results and then offers recommendations for fixing potential problems. The Implementation Services handle the data protection plan support while the Educational Services offer classroom and hands-on training for a variety of employees, including managers, users, and system administrators. Companies can train onsite or at EVault's location. Disaster Recovery Testing starts at \$1,500, while Data Protection Planning Solutions start at \$2,400.

.....

■ **Onaro** introduced SANscreen Business Continuity to provide continuous assurance that applications are immediately recoverable in the event of data corruption or disaster. With SANscreen Business Continuity, companies continuously monitor and verify replicated configurations in real time as changes are made. This provides confidence that business applications and data are recoverable in the event of a

disaster and ensures that stringent regulatory compliance requirements are met.

### Telephony

■ **GoRemote** has teamed up with Skype to further the functionality available to mobile workers. Through this partnership, IT managers and CIOs will be able to provide mobile workers with free Skype phone calls to anyone with an Internet connection using GoRemote Mobile Office and GoRemote Teleworker. Skype to Skype calls are free and SkypeOut offers economically priced calls to traditional landline or mobile telephones. This partnership enables GoRemote to offer a comprehensive combination of integrated mobile computing and Internet-based phone calls in a secure manner. GoRemote will bundle Skype's telephony software with their GoRemote Mobile Office client software and will offer Skype as a value-added service for GoRemote Mobile Office and Teleworker customers.

### Video

■ **Sony**'s integrating its new Instant Vid-eo Everywhere Mobile service into select VAIO BX Professional notebook systems. Combined with WebEx, IVE users can register an online meeting on WebEx and select invited guests to attend. The software allows users to connect to meetings anywhere there's Internet access.

# Manage Outlook's PST Files With Ease

## PSTCompactor Helps Restore Email Control To System Administrators

by Julie Sartain

.....

Is **MICROSOFT OUTLOOK** slowing down? Is it taking longer to execute and shut down the program? Is the program hanging up or freezing when you attempt to open some emails? Are some email attachments taking longer to retrieve?

PST files, which store all the Outlook pieces such as emails, attachments, address books, calendars, etc., begin to show sluggish behavior as the files increase

in size and approach the 2GB mark (on all Outlook versions before 2003). Once the file reaches 2GB, emails, attachments, address books, etc. begin to corrupt until the PST file is no longer accessible—a devastating event on one employee's computer, a catastrophe on an entire network.

Xemplify IT's product, PST-Compactor 2.5, is the perfect solution for this potential and, if not managed properly, inevitable disaster. An administrative tool that simplifies Microsoft Outlook PST file

management, PCTCompactor can reduce PST file sizes by at least 38%. It runs 600% faster than Outlook's resident compression program and recovers the space previously occupied by the larger PST files. (PST files do not decrease in size when emails, attachments, etc. are deleted; however, they do increase as your mailbox grows.) And unlike Xemplify's competitors, which include Sherpa, Safari Software, and Groupware, PSTCompactor does not change the PST file format. After compression, the files remain 100% Outlook compatible.

PSTCompactor zips attachments older than 30 days, and it

integrates with existing system maintenance programs and provides a command line mode. In addition, it identifies corrupted, inaccessible, or unusually large

### SNAPSHOT

#### Xemplify PSTCompactor v2.5

Small Biz Edition: \$89 per computer  
Professional Edition: \$299 per server  
Enterprise Edition: \$400 + per PST file

Reduces Microsoft Outlook PST file sizes; helps to recover wasted space, compress and zip email attachments, and automate PST file compaction

[www.xemplifyit.com](http://www.xemplifyit.com)

mailboxes and has easy-to-use detailed reports. And all of these tasks can be scheduled and automated across an entire network from one easy location

"We were tired of running all over the building compacting PST files when the users were going to lunch or going home for the day," says Rob Kowald from TM Century. "We always had to work our schedule around theirs. Now it's totally automated and runs by itself while we are at home watching the latest Sci-Fi Friday."

PSTCompactor 2.5 manages PST files regardless of network location, provides content management (which allows you to enforce email policies), eliminates unwanted or unsolicited mail, and significantly reduces backup time.

"We were able to shave several gigs of space off of our backup routine," says Kowald. "Anybody that runs backup software knows how valuable that can be. We not only save the space on the backups but on the user shared folders where the PST files live." **P**

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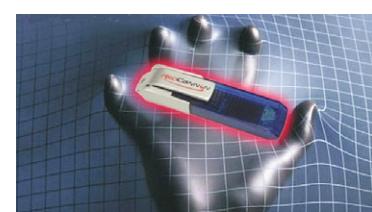
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## OPINIONS

UPTIME

# Safe Harbor Compliance

My company recently entered into a business deal with a large PC manufacturer. The contract for this deal stipulates that we must either be certified under the U.S. Department of Commerce Safe Harbor initiative or provide other evidence of compliance with Article 26.2 of EU Directive 95/46/EC. You may be wondering, as I was, what is Safe Harbor compliance, and what do I have to do to get certified? In a nutshell, the Safe Harbor program is a means for U.S. companies to comply with EU privacy regulations. If your company engages in electronic transactions with EU citizens, you should participate in this program to protect your company from claims that EU citizens could file against you.

### Safe Harbor Overview

In October 1998 the European Commission put into effect regulations that prohibited the transfer of personal data to non-EU nations that do not meet European standards for privacy protection. The EU approach to ensuring adequate privacy is very different from the U.S. approach. The EU relies on comprehensive legislation and government data protection agencies to ensure privacy. The U.S. approach puts more of the burden

on the private sector with a mix of legislation, regulation, and self regulation. Because of these fundamentally different approaches, the EU regulations could negatively impact the ability of U.S. companies to conduct electronic business with EU citizens.

To help bridge these differences and make it easier for U.S. companies to comply with EU privacy policies, the U.S. Department of Commerce worked with the EU Commission to create the Safe Harbor program. By obtaining Safe Harbor certification, your company avoids the possibility of prosecution by European authorities for privacy violations, and you also provide assurances to EU organizations that your company provides adequate privacy protection.

### Safe Harbor Principles

So what does your company have to do to comply with Safe Harbor? The first step is to review the seven Safe Harbor principles and make sure that you can adhere to them. These principles require the following:

**Notice:** You must notify individuals about the purpose for any data that you collect about them.

**Choice:** You have to give individuals the choice of whether

their personal information can be disclosed to third parties or used for purposes other than the original intent.

**Transfers to third parties:** To disclose information to a third party, you must apply the notice and choice principles or ensure the third party is Safe Harbor compliant.

**Access:** You must give individuals the ability to correct, amend, or delete their personal information.

**Security:** You must take reasonable precautions to protect the data from loss, misuse, or unauthorized access.

**Data integrity:** Personal information must be relevant for the purposes for which it is to be used.

**Enforcement:** To ensure compliance, there must be a readily available and affordable independent recourse mechanism to handle individual complaints and disputes.

### Getting Certified

If you've embraced these principles, you're ready to apply for Safe Harbor certification. The Safe Harbor program allows for two different approaches to getting certified. Your company can either develop its own self regulatory privacy policy that conforms to the Safe Harbor principles, or you can join a third-party privacy program that is set up to facilitate compliance with Safe Harbor. Unless you belong to a really large

corporation that can afford to dedicate significant time and resources to developing a compliant privacy program and appropriate enforcement, I strongly recom-



**AUTHOR** *Danny Cecil has 19 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the vice president of operations for WildTangent, an online game publishing company in Redmond, Wash.*

mend joining a third-party program. At WildTangent we've elected to join the BBBOnLine Privacy Program as the means to get our Safe Harbor certification.

### BBBOnLine Privacy Program

This program provides companies with a simple, affordable means of obtaining Safe Harbor certification. Your membership in the BBBOnLine Privacy program assures that you are compliant with all of the requirements of the EU Commission's Directive on Data Protection and qualifies you for Safe Harbor certification. It also provides a dispute resolution process, which is required under the Safe Harbor enforcement principle. The BBB offers the dispute resolution service as a separate

product, but it costs the same as the BBBOnLine Privacy program, so it makes a lot more sense to enroll in the full program. The BBBOnLine Privacy program

**DANNY CECIL**

*Danny Cecil has 19 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the vice president of operations for WildTangent, an online game publishing company in Redmond, Wash.*

offers additional benefits over and above Safe Harbor compliance. Your membership entitles you to display the BBBOnLine Privacy seal, which is backed by the credibility and high name recognition of the Better Business Bureau.

Survey information shows that 90% of online shoppers would feel more confident shopping on a site that displays the BBBOnLine Privacy seal than from an online company that does not. Because the Safe Harbor program doesn't include any kind of seal of approval, this provides you a simple, visible, and credible means to assure your customers that you respect their privacy. □

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## OPINIONS

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# eBay Does Oracle One Better In Acquisition Race

The ongoing drama of technology acquisition recently added two new acts: Oracle acquired Siebel for \$5.8 billion, and eBay acquired Skype for \$2.6 billion. Oracle's move was generally met with approval by investors and industry watchers while the eBay deal left many scratching their heads. eBay made a very savvy move. The reason: basic economics.

To understand eBay's motivation I pulled out my old introductory economics text. The introductory chapter on economic theory describes the drivers of the financial world. In a nutshell, demand is met by supply, and the entire process is mediated by two factors: transaction costs and information acquisition costs. To improve the flow of products, organizations adopt policies and technologies that both reduce transaction costs and ease information acquisition.

### Oracle & Siebel: It's About Platform

Oracle's acquisition of Siebel represents one example of economic theory factors into acquisition. One explanation for Oracle's move is that it wants to consolidate the enterprise application market and gain market share to compete with

SAP. In my opinion, a more appropriate analysis is that Oracle is consolidating the application market to control the rest of the stack—the database, messaging, and middleware. Oracle's message to clients is clear. By controlling the entire stack, it seeks to reduce transaction-processing costs and improve information flow. Unfortunately, its purview is necessarily limited to Oracle products and customers. eBay's vision is much broader.

### eBay & Skype: It's About Economic Fundamentals

eBay and Skype present as a very different acquisition animal. To understand their relationship we also have to include eBay's erstwhile mate PayPal. Together eBay, Skype, and PayPal have tremendous potential. One scenario has Skype empowering deeper relationships between members of eBay's active community. Another has PayPal serving as a means of charging micropayments for Skype calls. A third has eBay plundering the Skype community for potential eBay buyers and sellers. None of these scenarios justifies the cost of \$2.6 billion.

A more compelling explanation for both investors and industry

watchers is rooted in economic theory. eBay, Skype, and PayPal present a very compelling solution that addresses both transaction costs and information processing costs. Together, eBay and Skype offer a powerful mechanism for information flow. eBay supports discussion boards and marketplace functionality, while Skype powers interactive

have replaced some Microsoft and IBM technologies. Oracle will also have lost some clients, particularly in the midmarket, that are resistant to its aggressive business practices.

In the next year eBay will have a complete communication and transaction-processing platform. It may also create open APIs so developers can extend the economic

GOOG will eat EBAY." Call me a contrarian. eBay may even beat out Google.

Google's mission is straightforward. It is clearly focused on the costs of information acquisition. What it lacks is a means of facilitating transactions. It's missing one half of the economic model, the half that is eBay's bread and butter. Where is Google's marketplace mechanism? Can it facilitate payments with PayPal-like functionality? Not yet. But if Google wants to compete with eBay, it needs to either develop or acquire transaction functionality within the next six quarters.

The tech landscape is changing. It's driving back to economic fundamentals. Companies aspiring to provide a solution that supports economic behavior should take some lessons from Oracle and eBay. Success is about platform. More importantly, success is about platform that reduces transaction costs and eases information acquisition. Both components are crucial.

Only time will tell if my theory is correct. I, for one, will be quite excited when eBay announces its year-end numbers for 2006. In the meantime, I'll be watching the moves Google makes over the next three quarters. According to my dusty old economics book, it had better move toward transactions. □

*Send your comments to  
infotech@processor.com*

## GEORGE GOODALL

**AUTHOR**  
*George Goodall has been in the information technology field for more than 10 years. Prior to becoming a research analyst, Goodall was a consultant with the enterprise software company i2 Technologies. Since joining Info-Tech, Goodall has written on a variety of IT topics, including Internet telephony, NAS, and enterprise applications.*



communication. With PayPal, eBay offers a very efficient means for reducing transaction costs. Together, the three entities offer the whole economic package regardless of platform or product.

### What The Future Holds

As the dust settles from the mergers, we can look to where Oracle/Siebel and eBay/Skype are headed. By Q4 2006, Oracle will likely have met with some success in integrating Siebel into its product platform. It will have gained a number of CRM customers. Oracle databases and middleware will

integrate into their own applications. Looking forward 18 months, I can even foresee a scenario in which Oracle and other enterprise software vendors will integrate their applications with eBay's infrastructure. And eBay will take a processing fee for each and every transaction.

### What About Google?

eBay made an intelligent play and will emerge as a technology titan. The financial discussion boards seem to disagree with my assessment. A common refrain on the boards is "Wait two years."

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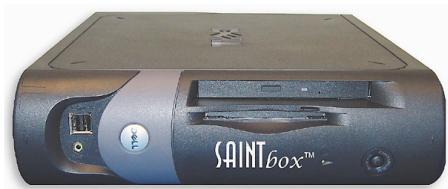
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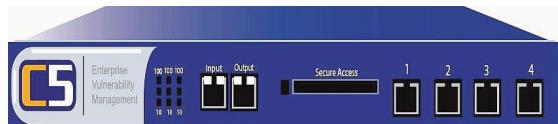


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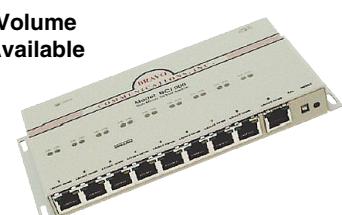


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# Endpoint Security

## Solutions That Block The Latest Threat To Your Network

by Sixto Ortiz Jr.

• • •

**ASTUTE KINGS**, conquerors, and generals have turned history on its head time and time again by exploiting weaknesses in enemy defenses and gaining the upper hand. Take the famous Trojan horse: A weapon masquerading as a gift from the gods allowed a smaller Greek army to sneak into Troy and lay waste to the well-defended city. The ruse worked so well that today, thousands of years later, we're all familiar with digital Trojan horses designed to do just that.

Network-enabled devices such as laptops, handhelds, and wireless phones are a boon to end users and a potential vulnerability nightmare for network administrators and CIOs. Mobile users can stretch your network boundaries to the breaking point, providing innumerable points of entry for hackers, crackers, and other digital thieves.

Endpoint security is the next great security challenge. Malware developers are well aware of this and are ready to exploit this apparent security weakness.

### The Endpoint Security Problem

As workers adopt mobile devices in droves, the reach of the modern corporate network expands well beyond the confines of the company headquarters or campus. Traveling business people routinely connect to corporate networks by taking advantage of widespread network accessibility, from high-

speed Internet access offered in hotels to wireless hotspots available in numerous venues.

And therein lies the problem: Widespread network accessibility, while a great benefit to road warriors, opens mobile devices to potential attacks that can easily circumvent corporate network perimeter protections. Think of endpoint devices as minimally protected "network islands" that can become unwitting carriers of malware. Once users reconnect, their damaging payloads can gain easy access to your network.

According to a recent IDC press release, IT organizations are being exposed through increased numbers of uniquely different mobile devices and a widening variety of networking environments. And malware developers are learning how to take advantage of endpoint vulnerabilities by leveraging end-user behaviors in recent attacks, writes Mitchell Ashley, CTO of StillSecure, in a 2004 white paper. For example, he writes, end users can be fooled into entering a compromised Web site that looks legitimate but whose only purpose is depositing malware in the victim's machine.

Bottom line: The endpoint security problem is real and will only get worse as mobile device capabilities increase.

### Defining Endpoint Security

A recent IDC survey of 304 IT professionals and line-of-business managers revealed an interesting

fact: Even though 64% of respondents said they had deployed endpoint security solutions, the majority couldn't agree on a definition of endpoint security.

Dr. Tim Cranny, senior security architect for Senforce Technologies, says endpoint security covers all of the countermeasures necessary to protect endpoints,

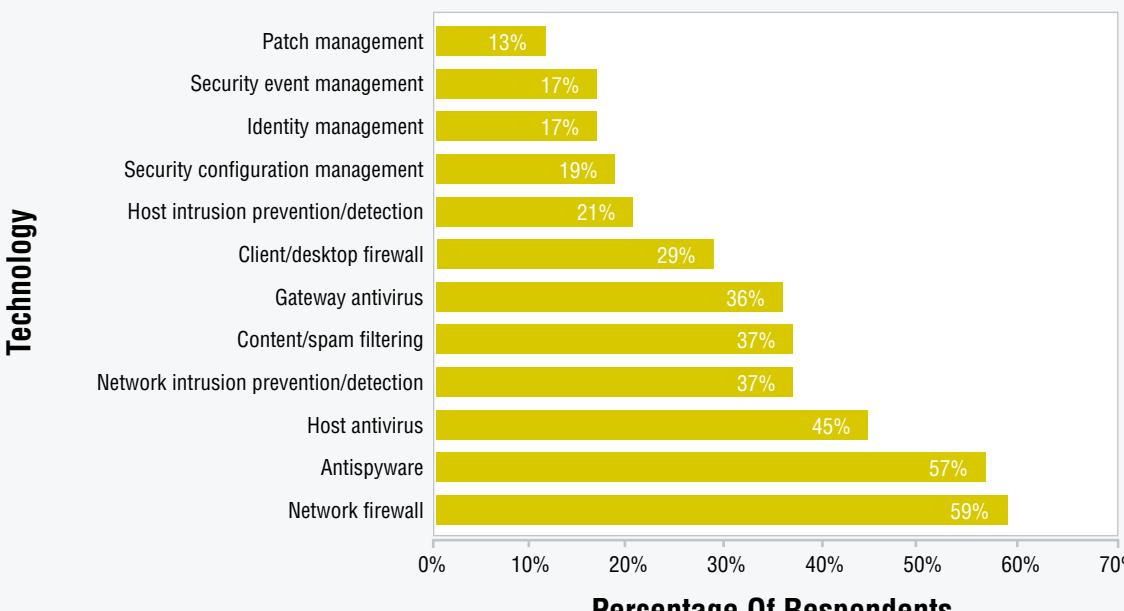
say at hotels or Internet cafés, require the protection of a client-based firewall. A corporate network perimeter firewall, warns Cranny, is useless in this instance.

IDC defines endpoint security as centrally managed client security. A far-reaching solution deployed to hundreds, possibly thousands of endpoints must still be consistent

## Security Software SMEs Most Likely To Adopt In 2005

In a September 2005 research report, Forrester Research reveals that while small to midsized enterprises are concerned about security, they are making technology investments in areas that are slightly out of sync with current threats.

For example, while network firewalls and antispyware solutions are getting a lot of attention from SME IT departments, SMEs are not as likely to invest this year in client desktop/firewall and host intrusion prevention/detection applications designed to protect endpoints from attack.



SOURCE: FORRESTER RESEARCH, SEPT. 2005

with particular emphasis on countermeasures that address threats unique to endpoints. For example, he says, laptop users who connect to networks outside the business,

across the business, not only in terms of the type of solution deployed but also in terms of the settings that implement established corporate policies.

settings or preventing scheduled activities from taking place.

### Endpoint Security Evolves

As the use of mobile devices and the widespread availability of network connectivity increase, endpoint security approaches must keep up with technology to provide effective protection. For example, businesses must now consider handheld and cellular phone viruses in their endpoint protection plans.

A 2005 Forrester Research report covering client security suites points out client endpoint security solutions are expanding beyond traditional antivirus and antispyware to include firewalls and HIPS (host intrusion prevention systems). According to Forrester, firewalls prevent unauthorized access to and from the client machine, while HIPS is designed to protect client machines against sophisticated attacks by monitoring and/or preventing the execution of suspicious programs or processes.

In fact, warns Forrester, with computers popping in and out of the perimeter, securing the corporate network takes more than just antivirus. Endpoint security solutions should be broad enough to control connectivity, wireless technology usage, devices such as thumbdrives and iPods, executables, and the integrity of the endpoint by ensuring required files are up-to-date, says Cranny. Also, he adds, endpoint security solutions should auto-sense the

Go to Page 30, Column 1

## A Quick Guide To Endpoint Security Solutions

These applications are designed to provide your business with endpoint protection from malware and other types of attacks. Don't let the bad guys in through the back door by neglecting your endpoints.

Product	Features	Price
<b>McAfee Product Suite</b> www.mcafee.com	<ul style="list-style-type: none"> <li>McAfee products include its VirusScan Enterprise, Anti-Spyware Enterprise, Desktop Firewall and Entercept HIPS product</li> <li>ePolicy Orchestrator product can be used for managing the VirusScan, Anti-Spyware, and Desktop Firewall products</li> <li>According to Forrester Research, the ePolicy Orchestrator will not manage the Entercept HIPS product, although McAfee plans for full integration in 2006</li> </ul>	<ul style="list-style-type: none"> <li>Active VirusScan SMB Edition: from \$31.63 per license</li> <li>Desktop Firewall: from \$21.25 per license</li> <li>AntiSpyware Enterprise Edition: \$25 for five to 10 licenses</li> <li>Entercept: Contact McAfee Sales</li> </ul>
<b>Senforce Endpoint Security Suite</b> www.senforce.com	<ul style="list-style-type: none"> <li>Firewall</li> <li>VPN enforcement to force users to always connect via VPN</li> <li>Wi-Fi control, allowing administrators to limit access points where users can connect</li> <li>Theft protection for preventing data transmission and data protection if computer is stolen</li> <li>Central management and reporting</li> <li>Ensures all endpoints are compliant with corporate policies</li> </ul>	Contact Senforce
<b>StillSecure Suite</b> www.stillsecure.com	<ul style="list-style-type: none"> <li>Network intrusion detection and prevention</li> <li>Endpoint policy compliance</li> <li>Vulnerability management</li> <li>Focuses on vulnerability management, policy compliance, and intrusion prevention/detection and works with existing anti-malware and firewall solutions</li> </ul>	Contact StillSecure
<b>Symantec Client Security 3.0</b> www.symantec.com	<ul style="list-style-type: none"> <li>Automatic detection and removal of spyware and adware</li> <li>Repairs virus and spyware damage</li> <li>Prevents malicious code from disabling program</li> <li>Customizable spyware/adware policies</li> <li>Automated malware removal</li> </ul>	Starts at \$320

# Where Will Your Data Center Be In Five Years?

## Success Can Hinge On Strategic Planning

by Bruce Gain

MANY IT ADMINs have invested significant time and energy setting up their networks and data centers. This may have required much weekend work or even nights sleeping under their desks. The idea for many has been to get everything up and running to the point that their job becomes easy—or boring if you want to look at it that way. Their time is then largely spent putting out fires

the network and workstations and then keeps them up and running. IT admins are now increasingly becoming an integral part of a business team. SMEs more than ever rely on them to realize specific business objectives, often over a time span of five years.

### The Time Constraint

You might have at least some notion of a strategic plan, but in the immediate, the day-to-day tasks of network maintenance

**Finalizing your five-year plan should also involve getting input from your peers as part of a cross-department effort.**

or serving technical support roles usually delegated to entry-level staffers at large enterprises.

Meanwhile, however, business managers of small to midsized enterprises are increasingly wising up to the idea that the IT department's operations are intertwined with realizing specific business goals. Your role as a CTO or network admin will likely change—if it hasn't already. Gone are the days of the tech guy who sets up

often do not leave much time to devote to long-term planning.

"I think most managers and CIOs try to plan ahead but are often kept from it by the fire-fighting nature of the operations and infrastructure jobs," says John Baschab, executive vice president and co-founder of Impact Innovations Group. "It's the same trade off of 'important vs. urgent' that most executives in any job role make; it's no different for IT and

just takes discipline to pay attention to it and get it done."

### Implement A Plan

Implementing a five-year plan that will not only generate an ROI but also further your enterprise's growth may seem like a daunting task—especially when many IT admins often have little idea where they will be in five years. So where do you start?

The answer has a lot to do with the complexity of your enterprise. For more complex operations, IT planning must encompass a range of issues that encompass business, organizational, technical, and application-level goals, the importance of which varies according to the enterprise, says Matthieu Sauvay, an analyst for the multinational consulting firm MEGA.

"You put all of this complex data into a formula that is a function of your enterprise's operations and industry," says Sauvay, who contends that such an undertaking is best done by a third party.

However, especially if you are starting from scratch, your initial five-year plan usually doesn't have to be that complex. "As an admin, I would start simple—just a spreadsheet or short document with some ideas," Baschab says. "There are plenty of industry groups like AITP, IEEE, etc. that have templates for such things and plenty of interested peers to work with. There are two benefits that way: networking and executing against strategic planning."

### One-Year, Five-Year Plan

Compared to a shorter plan, such as one for the year ahead, your five-year plan should address longer-term business goals and metrics your enterprise hopes to achieve. Given the rapid change of technology, your five-year plan will also inevitably not be so much about what IT equipment and tools you will need, which are subject to change, but specific functions the IT department will serve. SQL management tools

may be a hot utility for your company now; however, in four years database management may not have that much to do with SQL, and your company's livelihood will hinge on database technology.

"The five-year plan should incorporate and be linked to the overall organization's five-year plan," Baschab says. "Although it is tempting to try to predict technology, the company business

"The plans should be reviewed by the IT steering committee or other IT governance body, as well as the business to ensure that they are congruent with the overall business plans," Baschab says.

Of course, your five-year plan is something that will change over time and require proactive steps on a regular basis to ensure goals are met. Gone are the days when you could set up email and data-

## Get The Infrastructure Right

Long-term planning for data centers does not have as much to do with technology as it does ensuring that your data center can meet the future business needs of your enterprise. Nevertheless, ensuring that you have the infrastructure in place for growth is crucial, and that has a lot to do with future power requirements and which server platforms will make the best fit.

"We've been advising these clients to plan for extra electrical capacity to accommodate growth, as well as migration to blade servers," says Ross Armstrong, an analyst at the Info-Tech Research Group. "I've also recommended that they install server racks with flexible power cords running to the wall so that they can physically move the racks if they need to in the future."

(*Disclaimer: Info-Tech analysts write a regular column for Processor.*)

plans are probably even more important."

Indeed, specific metrics that you must gather about your company to complete a five-year plan should include determining whether your company plans to expand internationally, revenue growth trends in the past five years and how they are expected to continue in the coming five years, and how many new locations the IT department must support, Baschab says.

"This process can be difficult because oftentimes companies don't have an overall five-year strategy or plan to align with," Baschab says.

### Mission Accomplished

Finalizing your five-year plan should also involve getting input from your peers as part of a cross-department effort. Once completed, management members of your enterprise should also sign off on the plans to ensure that the plan meets the desired business goals.

base servers, printers, and workstations and let the network largely run itself while you provided tech and troubleshooting support. IT now requires you to constantly check and take actions to ensure your IT department is helping your enterprise make money—as opposed to just making it more efficient.

"Such plans can feel artificial, particularly in the here-and-now fire drill world of the typical operations-and-infrastructure manager. Further, they can often be out-of-date within a few quarters, or even a few months, given the rapid pace of business change," Baschab says. "However, they are important to complete nonetheless; they improve decision making over time by providing feedback on prior thinking as new events unfold. They also communicate an important level of rigor in thinking and planning to the IT organization and the business that lends credibility to other IT planning exercises."

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# Outsourcing Improves Your Job Prospects

## There's No Escaping It These Days

by Ericka Chickowski

**FOR THE LONGEST TIME,** IT professionals have had such a conflicted relationship with outsourcing. In order to deal with the scary implications of job loss due to outsourcing, many in IT have taken a neutral to negative attitude toward the practice. If at all possible, these workers would just as soon avoid experiencing the process of outtasking duties to a third party in the work environment. But by trying to assure themselves of job stability, these unenlightened workers could actually be doing the exact opposite.

In today's marketplace, IT workers are going to have to embrace outsourcing in order to be marketable. As the practice of outsourcing becomes more commonplace, more and more businesses are looking for IT staff who have had previous outsourcing experience to fill new positions. In fact, many analysts and experts are starting to recommend that every IT new hire should have some sort of outsourcing relationship management on their resume.

"Not only is it important, it is imperative to hire someone with outsourcing experience," says Jeff Kaplan, founder and executive of THINK Strategies, a consultancy that helps IT organizations improve their outsourcing relationship management. "In the past the debate was whether outsourcing

was necessary or if it would pose more of a threat than a solution. Now it is inevitable that every organization is going to outtask at least some IT functions."

### SMEs Depend On Outsourcing

Kaplan believes that this experience is especially important for employees hired on at small to midsized enterprises, which are more likely to outsource IT duties than larger businesses.

"Operating in a small environment makes it even more important," he says. "For the most part, IT is not a core competency for these companies. They can't afford to make the internal investments. Therefore, it makes it that much more important to offload specific assets so they can focus limited resources on the IT functions that directly affect the business processes."

### Bringing Soft Skills To The Table

But even though these duties will be performed by a third party, there still needs to be someone on staff who is able to direct the vendor to do what is right for the company's IT goals. That is where the experienced staffer comes into play. Someone who has worked in that kind of relationship in the past will know how to avoid common mistakes, such as setting unrealistic goals

for the contractor. Someone with outsourcing success in the past is probably less likely to micromanage and will probably not be as resistant to giving up some responsibilities in order to free themselves for more business-driven activities.

"In the broad sense of things, one of the biggest differences is in personality," Kaplan says. "When you have someone with previous successful outsourcing experiences, you know that they have the soft skills that will allow them to be able to relate to outside vendors instead of being a person who loves the technical elements but can't communicate."

### Not Just For Managers

These skills are often expected of those who move into management, but Kaplan says that the expectation will increase for these soft skills to be present in any IT worker's repertoire. It will all be part of a shifting landscape where the focus of IT will be less on the technology than the business that the technology supports.

"What we are seeing is a shift of focus away from managing technology, to managing the business relationship regarding the third party who will perform that function for them," he says. "The traditional form of outsourcing has generally been considered a failure—that was when IT depended on a single provider to do everything. Instead, what the strategy has been is to move to a new generation of selective outsourcing where one provider offers a very specific function and you use many vendors."

The more vendors a company uses, the more important it is for IT to manage them well. The success of an organization's technical projects will depend on it. And so will IT staffers' jobs. □

## Outsourcing Is Here To Stay

It has now been five years since the IT industry has reached the outsourcing tipping point; in 2000 spending on external IT services exceeded internal IT spending. By 2008, outsourcing alone will make up 33% of all IT spending, according to analysts at Gartner.

As more companies use outside vendors, they will need employees who understand the process. According to Linda Cohen, managing vice president of Gartner Research, the companies that are able to "multisource," or use multiple vendors for outsourcing, will be most successful with outsourced projects. She suggests putting a sourcing management team into place to develop processes with vendors and select performance measurements to keep them in line with company goals.

## Endpoint Security

*Continued from Page 28*

network environment and be able to apply an appropriate security solution. For example, a client firewall may turn itself off when it senses that a user is connected to the corporate network but become active again whenever the user connects to an unknown network.

Finally, adds Cranny, an ideal endpoint security solution should provide a mechanism for enforcing the organization's security policies. Central management and integration with existing mature solutions is necessary to accomplish this. But the element of flexibility remains: Different users will wander through different network environments; endpoint security should be sturdy enough to accommodate all.

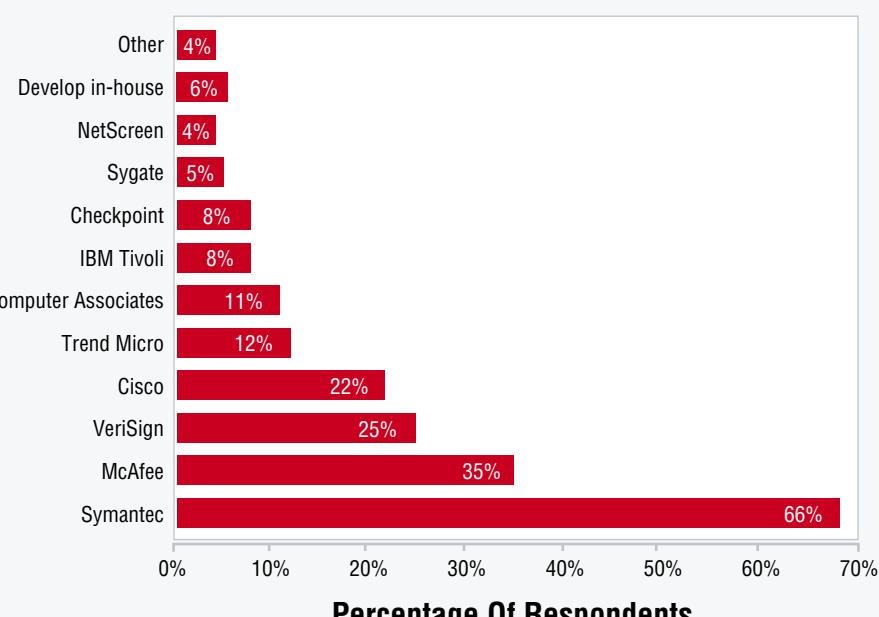
### Your Network's Safety Begins With Endpoint Security

Your users demand mobility and easy network access no matter where they are. Unfortunately, this creates a tremendous amount of possible entry points into your network. Digital criminals are developing ways to circumvent network perimeter defenses and gain access via endpoints.

Endpoint security solutions are a way to protect your business endpoints from attack while maintaining central management and policy consistency across your installed user base. Protect your network by making endpoint security solutions part of your security plan. Otherwise, you might find yourself fighting off a digital invasion when you least expect it. □

## Security Software Considered By SMEs In 2005

Symantec rules the marketplace in terms of security software leadership for small to midsized enterprises, with 66% of respondents stating they will consider Symantec products to meet their security software needs.



SOURCE: FORRESTER RESEARCH, SEPT. 2005

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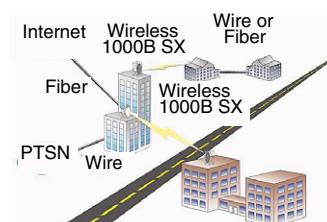
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## What's Happening

# Replacing Tradition With Continuous Data Protection

## Event Addressable Storage Means Faster, Smarter Data Recovery

by Chris A. MacKinnon

• • •

**Today's mission-critical** applications require serious recovery management. While conventional data protection technologies have provided some form of protection for many a data center, recovery requirements have become more stringent. Eric Burgener, vice president of product management at Mendocino Software, says Mendocino has developed a recovery management solution that data centers have been itching for.

Since the dawning of tape, the evolution of data protection has witnessed everything from creating copies of volumes within the same disk system to creating backups on disk-based appliances. The current data protection era, however, is enjoying the reality of CDP (continuous data protection), which Mendocino has used as a basis to its latest recovery management solution.

### Continuous Data Protection

Simply put, CDP means backing up file changes as they are made. There has been much activity around the technology because it provides real-time data protection. CDP also simplifies storage management and may save significant IT and end-user labor. Burgener concurs, "Straight CDP is a better solution than conventional backup technologies along three metrics: CDP does not impact the performance or availability of



production applications while its protecting them, the availability of all possible recovery points means that end users can pick the point that minimizes data loss on recovery vs. just picking from the small number of available recovery points provided by conventional technology, and CDP gives you a usable recovery point much faster than conventional technologies."

Mendocino has used CDP as the basis of its technology, but it's taken things a step further with recovery management. Burgener says, "If CDP can be said to have a weakness, it's that while it gives you the optimal recovery point for any failure scenario, it provides no information other than time to help you pick what that is." Recovery management tracks and adds information about business and application processes to the CDP timeline so that users know the optimal recovery point for any failure scenario.

What sanctifies Mendocino's technology is event-addressable storage, a technology that annotates the CDP timeline with information about application and business processes. Burgener says, "CDP is time-addressable storage, and recovery management is time-addressable storage plus event-addressable storage. Event-addressable storage is what makes RecoveryONE unique and what makes it a faster recovery solution than conventional CDP products."

Mendocino has developed its CDP-based technology for data centers that require data protection and recovery immediately. "A key consideration though will be what the opportunity cost of not using recovery management technology will be to a company,

regardless of size. If it does not impact a company to take up to several days to recover a lost file or recover a corrupted database, then it should stick with tape. If a company needs to recover in under an hour and can associate direct costs with each additional hour, then it may be a good candidate for recovery management."

### Mendocino's RecoveryONE

Recovery management, Burgener notes, is targeted at mission-critical apps whose recovery requirements are not well met with existing technologies. "For these types of applications, the difference between recovering in minutes vs. hours can mean tens or hundreds of thousands of dollars in revenue. Evolving business and regulatory mandates are driving the need for more stringent recovery in these types of applications, and existing technologies have not been able to evolve to meet the recovery needs."

Burgener says RecoveryONE, Mendocino's CDP-based technology, is targeted to solve three of the biggest problems in enterprise data protection today: backup window, data loss on recovery, and time to recovery. Recovery provides the missing link between applications and CDP. Already Mendocino has added to its credit two of the largest established OEM storage vendors in the industry. Both vendors will be announcing their own solutions based on Mendocino's technology starting late this year.

RecoveryONE is a main recovery server (a SAN-based out-of-band appliance), protected servers called data taps, and network data stores called recovery storage. The technology supports most major operating system environments, including Unix, Windows, and Linux. Most comparable existing industry technologies require that applications be shut down in order to make a backup. But Mendocino's solution allows applications to be left online 24/7, as changes to an application are captured by data taps and sent to the RecoveryONE Recovery Server.

When a snapshot is required, an administrator can retroactively create a historical view of any previous point in the application's history as a snapshot and present that to any server on the network without having to shut down the application being protected. "These historical views can be used to recover an application to a previous point (the point right before a database table became corrupted), run zero impact backups to tape (so the tapes can be physically transported to offsite locations for long-term retention), or any other off-host processing that would benefit from instantly available current copies of production data," says Burgener.

RecoveryONE is something more for existing data protection infrastructure. Burgener says, "The technology is not designed as a wholesale replacement for tape and/or hardware snapshots; it is geared toward front-end infrastructures to optimize near-term recovery capabilities. But through integration interfaces on the appliance, it can stage data automatically to back up software or replication products."

RecoveryONE's policy engine is another technology that addresses the need for saving

time. It is used to track various processes within an application. The information from these processes makes it easier for an administrator to pick the best recovery point for a given failure. By removing the need for iterations, RecoveryONE can save significant time relative to conventional CDP products. Burgener says, "The types of events tracked will vary by application type, but every application has significant process points that help determine the best recovery point."

RecoveryONE can technically work with any type of storage, and the protected storage and the recovery storage do not have to be one and the same. One advantage here is being able to protect all types of existing storage, as opposed to having to buy storage from a particular vendor for this solution. In addition, Mendocino's solution can simultaneously protect multiple heterogeneous servers while it is presenting historical views. □

## TWO TERMS

**AH, THE SOMETIMES-CONFUSING** life we call IT. You say to-mä-to, I say to-mä-to. You say CDP stands for Cisco Discovery Protocol, I say it stands for continuous data protection. The latter has been making big waves recently.

### CDP (continuous data protection)

#### What it is:

Continuous data protection has earned a lot of support from enterprises that are realizing their data changes too quickly to rely solely on tape. CDP systems typically combine software and hardware in a way that makes recovering files from tape backup seem painfully slow and old-fashioned. With a CDP solution, your enterprise's data is backed up anytime the data changes. The software essentially takes a snapshot of each data change, which means it's easy to recover the most recent incarnation of a file should an accidental deletion, inadvertent change, or malicious program cause a problem.

#### Why you should care:

Susy in accounting just had a hard drive failure that wiped out a day's worth of records. Brant in customer service just received a virus via email that wreaked havoc on his system. Enough said. With a CDP system, you can recover documents from a snapshot taken at nearly any point in time.

#### Related products and manufacturers:

We've seen lots of activity in this market since Microsoft announced its System Data Protection software in late September. Other leaders in the arena include Revivio with its CPS1200i device and Mendocino Software with its RecoverONE software. Expect lots of action in this market in the months ahead.

### CDP (Cisco Discovery Protocol)

#### What it is:

According to Cisco, it's "a protocol for discovering devices on a network. Each CDP-compatible device sends periodic messages to a well-known multicast address. Devices discover each other by listening to that address." Essentially devices learn about each other, store that information in cache, and transmit it to the MIB (management information base) upon request. CDP Version 2 is the most recent release.

#### Why you should care:

The most recent version of the protocol includes intelligent device tracking features that make it easier to detect and prevent or quickly correct errors.

#### Related products and manufacturers:

CDP runs on all Cisco networking equipment, including the company's routers, access servers, and switches.

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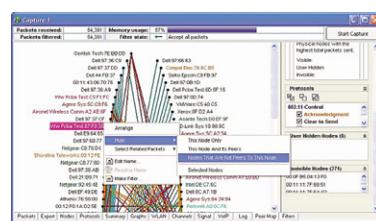


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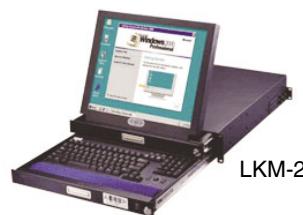
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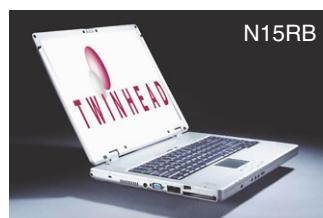
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The PowerPrinter V is a Full Color, Auto-Loading CD/DVD Printer. Robotically loads and prints up to 100 discs, unattended. Uses high-quality HP ink cartridges available at your local office supplies stores. Overall costs are substantially less than printers requiring proprietary cartridges! Because the printer controls the robotics (different from competition), no special robotic driver software is required.

**Trace AFFEX**

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## Printer

[www.Processor.com/Datamax](http://www.Processor.com/Datamax)

Starting At  
**\$1,195**  
(MSRP)



The M-Class offers users a durable, technologically advanced bar code / label (thermal) printer with the design principles that have proven successful in other Datamax printers, in a smaller footprint for use in emerging market applications. The M-Class consists of the M-4206, an entry-level industrial printer, and the M-4208 and M-4306, models with an LCD display and expanded option sets. [www.Processor.com/Datamax](http://www.Processor.com/Datamax)

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## Printer

[www.Processor.com/Printek](http://www.Processor.com/Printek)

Starting list price  
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Fax: (763) 315-1383

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[www.Processor.com/TallyGenicom2](http://www.Processor.com/TallyGenicom2)

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## Printer

[www.Processor.com/Pentax2](http://www.Processor.com/Pentax2)



**\$319**  
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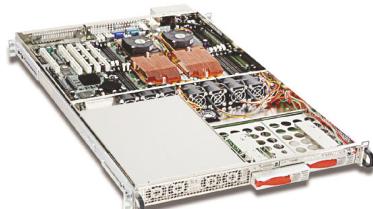
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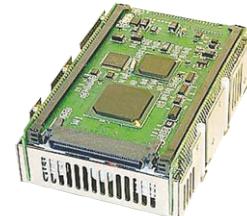
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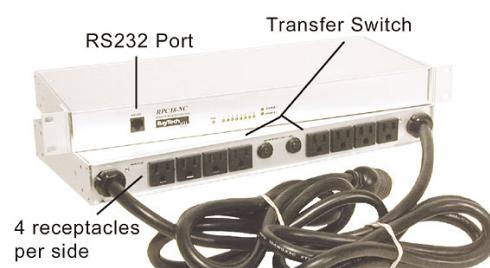
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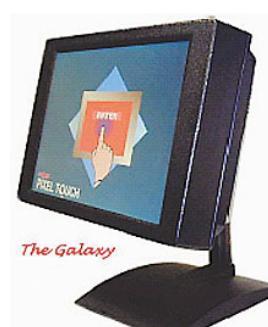
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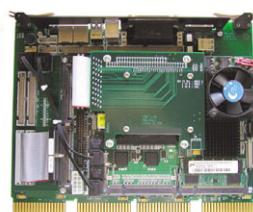
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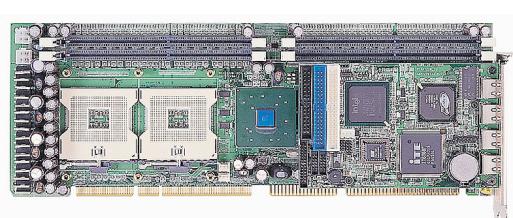
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**Security Component**[www.Processor.com/Britestream](http://www.Processor.com/Britestream)

The BN1200 is the world's first SSL/TLS security NIC that is completely self-contained and manages all facets of SSL processing on a single PCI card. The BN1200 couples powerful simplicity & uncompromised performance with fortified protection. The BN1200 handles up to 10,000 SSL / TLS transactions per second and maintains up to 100,000 simultaneous connections. [Processor.com/Britestream](http://Processor.com/Britestream)



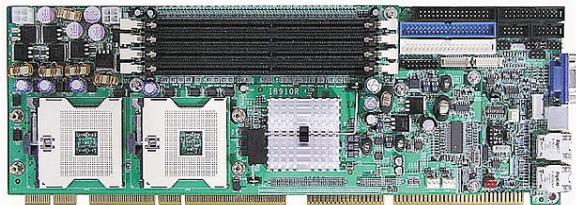
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- PCI-X slots, 4 x SATA ports
- Model IB910



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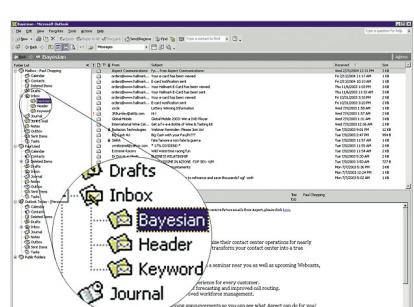
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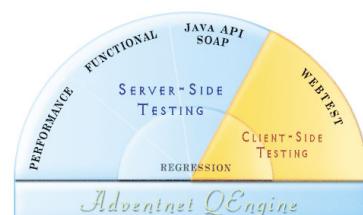
OpenInsight, Revelation Software's flagship product, is a repository-based applications development environment that enables development teams to work collaboratively to design, develop, deploy and scale high-performance business solutions on leading messaging and client/server platforms. Runs on both Windows and Linux.

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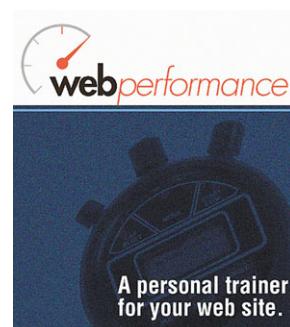
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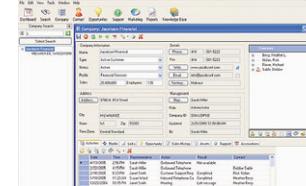
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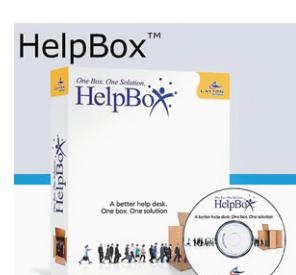
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Conventional Wiring

RPDU Power Distribution



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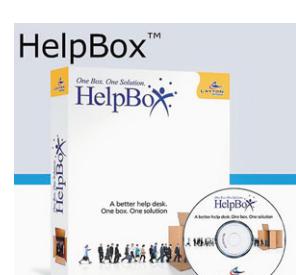
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Lindon, UT 84042  
Fax: (801) 226-8506

## Asset Management

[www.Processor.com/NetSimplicity](http://www.Processor.com/NetSimplicity)



\$399  
Starting Price

netsimplicity

108 Wild Basin Road  
Austin, TX 78746  
Phone: (866) 248-0480  
Fax: (512) 437-2365

## Asset Management

[www.Processor.com/PerfCap](http://www.Processor.com/PerfCap)

FindIT (Asset Management Software) brings up-to-date IT inventory information to your fingertips anytime, anywhere.

- Auto inventory of IT resources and non-discoverable fixed assets
- Daily change reports for hardware, software, patches and licenses
- View assets by location, department or project/owner
- Auto application discovery and metering -- detect applications installed on servers and track software usage within a corporation to control licensing cost and compliance
- Daily and weekly reports for system usage, availability and general health
- Supported on IBM-AIX, HP-UX, SUN Solaris, Tru64 Unix, LINUX, Windows NT/2000/2003 and OpenVMS

Learn more by visiting [www.Processor.com/PerfCap](http://www.Processor.com/PerfCap)



85 Perimeter Road  
Nashua, NH 03063  
Phone: (603) 594-0222  
Fax: (603) 594-0826

## Financial

[www.Processor.com/Sybase2](http://www.Processor.com/Sybase2)

**Adaptive Server Enterprise (ASE)** provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.



One Sybase Way  
Dublin, CA 94568  
Phone: (925) 236-5000  
Fax: (925) 236-4321

## Project Management

[www.Processor.com/KMSciences](http://www.Processor.com/KMSciences)

iS\*Project is a MS Project add-on product to provide task details including: specifications, comment logs, attached documents, status report logs, and task discussions. iS\*Project provides simple yet complete status reporting. iS\*Project connects the team to a powerful knowledge base while allowing them to continue using their familiar MS Project and MS Outlook interface.

iS\*Project empowers project managers with the control and task visibility that are necessary to deliver a successful project.

No new tools to learn.  
Professional Edition \$295.00.



22347 La Palma Avenue, #102  
Yorba Linda, CA 92887  
Phone: (714) 692-3367  
Fax: (714) 694-0628

## Content Networking

[www.Processor.com/iAnywhere](http://www.Processor.com/iAnywhere)

**M-Business Anywhere** provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.



One Sybase Drive  
Dublin, CA 94568  
Phone: (800) 801-2069  
Fax: (519) 747-4971

## Content Networking

[www.Processor.com/Stonesoft](http://www.Processor.com/Stonesoft)

StoneBeat®



The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.



1050 Crown Pointe Pkwy., Ste. 900  
Atlanta, GA 30338  
Phone: (770) 668-1125  
Fax: (770) 668-1131

## Database & Data Mining

[www.Processor.com/Infoglide](http://www.Processor.com/Infoglide)



Bladeworks™ (Business Intelligence) software is the only configurable, plug-and-play solution that searches, analyzes, and operates on transactional and historical data in real-time across remote & disparate databases. Bladeworks has the unique ability to discover similarities and non-obvious relationships in data in real-time and apply the results of data analysis to an operational environment.



6300 Bridge Point Parkway  
Austin, TX 78730  
Phone: (800) 338-2441  
Fax: (512) 532-3505

## Database & Data Mining

[www.Processor.com/QStar](http://www.Processor.com/QStar)

QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.



99 NE Elgin Parkway - Suite 37  
Fort Walton Beach, FL 32548  
Toll Free: (800) 568-2578  
Phone: (850) 243-0900

## Database & Data Mining

[www.Processor.com/Sybase](http://www.Processor.com/Sybase)

**Sybase IQ 12.5** is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

One Sybase Way  
Dublin, CA 94568  
Phone: (925) 236-5000  
Fax: (925) 236-4321



## Processor.com

## Imaging & Printing

[www.Processor.com/DocFinity](http://www.Processor.com/DocFinity)



DocFinity® electronic document management software can automate and improve your business processes and performance. The fully integrated suite includes imaging, workflow, COLD-ERM, business process management tools, intelligent search capabilities, barcode capabilities, browser access, and a robust Web services API. DocFinity provides you with everything you need to improve productivity and better serve your clients.

- Reduce storage space
- Store and share information
- Comply with federal regulations
- Access information remotely
- Prepare for disaster recovery

**Call and ask us how!**



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Phone: (814) 238-0038  
Fax: (814) 238-0011

## Antispam

[www.Processor.com/GFISoftware](http://www.Processor.com/GFISoftware)

**\$499**

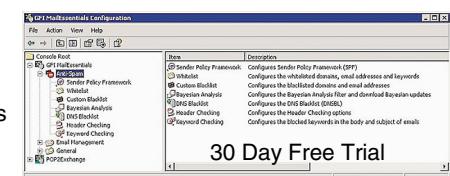
50 mailboxes

**\$675**

100 mailboxes

**\$1,350**

Unlimited



### GFI MailEssentials for Exchange/SMTP

- Block spam at server level – no need to update clients
- Bayesian filtering – detects 98% of spam
- Automatic whitelist management – keep whitelists current
- Spam quarantine – sort spam to users' junk mail folders
- Blacklists scanning – stop mail from blacklisted senders
- Blocks spam based on message field (Email header)



15300 Weston Parkway, Suite 104  
Cary, NC 27513  
Phone: (888) 243-4329  
Fax: (919) 379-3402

## Antispam

[www.Processor.com/Process](http://www.Processor.com/Process)

Starting at  
**\$495**



**PreciseMail Anti-Spam Gateway:** Enterprise software solution that eliminates spam & virus threats at the Internet gateway or email server.

- Proven 98% spam catch rate out-of-the-box
- Easy centralized web-based administration
- Intuitive user-controlled spam management
- Flexible deployment options for any mail environment



959 Concord Street  
Phone: (800) 722-7770

Framingham, MA 01701  
Fax: (508) 879-0042

## Antispam

[www.Processor.com/Sunbelt](http://www.Processor.com/Sunbelt)



iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam

For more information & a 30-day product evaluation, visit: [www.Processor.com/Sunbelt](http://www.Processor.com/Sunbelt)



SUNBELT SOFTWARE

101 N. Garden Ave.  
Clearwater, FL 33755  
Phone: (888) 688-8457  
Fax: (727) 562-5199

## Antispam

[www.Processor.com/Fulcrum](http://www.Processor.com/Fulcrum)

### Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network



- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as \$3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. *Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting*

THE FULCRUM GROUP

715 Katy Road, Suite 208A  
Keller, TX 76248  
Phone: (817) 337-0300  
Fax: (817) 337-0313

## Manufacturer Presentation

*advertisement*

### Network Management

Netreo's OmniCenter family of self-contained, fully integrated IT management appliances provides monitoring, alerting, and reporting functions in a cost-effective and easy-to-deploy package. It provides widespread visibility into virtually all IT components - systems, networks, and applications; displaying them all on a single "pane of glass". OmniCenter uses a clientless, agentless architecture to deliver web-based reports to any authorized users on an automatic schedule or on-demand.

OmniCenter provides an easy-to-install zero-maintenance solution for fault management, performance management, service level agreement (SLA) management, configuration/device management, and security management.

Already successfully deployed in hundreds of America's leading corporations and universities, OmniCenter can be installed and configured in less than a day and immediately begin providing real-time status, alerts and reports. All historical trend data - such as uptime, performance, exceeded thresholds, and application availability is archived for reporting purposes.

OmniCenter support may be provided via either a secure VPN or dial-in connection to Netreo, enabling remote monitoring, troubleshooting, training, and automated revision updating, further reducing the administrative burden.

Visit [www.Processor.com/Netreo](http://www.Processor.com/Netreo) and download detailed case-studies and see how OmniCenter can simplify your network management more than you ever thought possible.



For More Information: [www.Processor.com/Netreo](http://www.Processor.com/Netreo)

**Netreo, Inc.**  
Corporate Headquarters  
2100 Main St, Suite 103  
Irvine, CA 92614  
Phone: (949) 221-0790  
Fax: (949) 221-0793

## Manufacturer Presentation

*advertisement*

### Solving Email Storage Management

#### .PST Nightmares?

Have you ever asked to find emails only to discover that hundreds of .pst files are scattered all over the company, have been deleted or corrupted? If you were trying to find email business records, or dispose of them for compliance, then you are in for a major challenge.

#### Do Your Users Hate Quotas?

Email users build up files and need more space, yet after a certain space limitation, you would have to pay a lot more user license fees. So each user must stay within their quota. The end result is that they create .pst files that cause more risks and problems in the long run.

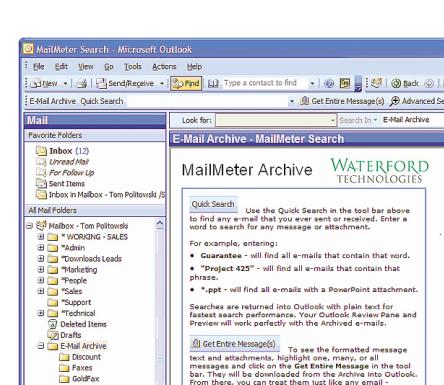
#### Mail Server Performance and Backup Problems?

Your mail server was designed as an application server, not as a storage system. When it gets too big perfor-

mance takes a big hit. Nightly backups can take so long that they can no longer be performed nightly.

#### The MailMeter Solution

When you implement an email archiving solution, all of these email storage, performance and retrieval problems are resolved. Email is off-loaded from the active mail store to a separate database, indexed, compressed and encrypted. An email archiving solution, such as Waterford Technologies' MailMeter Archive, can resolve these email issues and more:



- Storage Management
- Email Compliance
- Legal E-Discovery
- HR Investigations
- Email Security
- Policy Enforcement

[www.Processor.com/Waterford](http://www.Processor.com/Waterford)



17310 Red Hill Ave, Suite 200  
Irvine, CA 92614  
Phone: (949) 428-9300  
Fax: (949) 428-9301

## Antispam

[www.Processor.com/TumbleWeed](http://www.Processor.com/TumbleWeed)

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

### What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

 TUMBLEWEED  
COMMUNICATIONS

700 Saginaw Drive  
Redwood City, CA 94063  
Phone: (800) 696-1978  
Fax: (650) 216-2001

## Email Utility

[www.Processor.com/GFISoftware2](http://www.Processor.com/GFISoftware2)

**\$399**

50 mailboxes

**\$799**

250 mailboxes

**\$1,499**

Unlimited



### GFI MailArchiver for Exchange

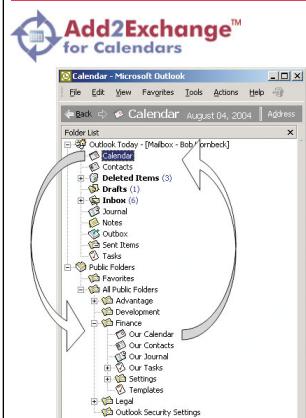
- Provide end-users with a single web-based location in which to search all their past email
- Increase performance and ease backup & restoration
- End PST hell by storing email in SQL format & reduce storage requirements by up to 80%
- Comply with Sarbanes-Oxley, SEC & other regulations

 GFI

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Cary, NC 27513  
Phone: (888) 243-4329  
Fax: (919) 379-3402

## Email Utility

[www.Processor.com/Advantage](http://www.Processor.com/Advantage)



Add2Exchange for Calendars is an enterprise-wide calendar sync solution for Microsoft Exchange, Outlook, PDA and Smartphone users. Add2Exchange syncs any combination of Outlook calendars – private/mailbox and public/group. Works with Outlook Web Access. Public appointments are duplicated to your private calendar down to your PDA, and from your PDA to your private and back to the public. Free trial at: [Processor.com/Advantage](http://Processor.com/Advantage)

 Advantage  
INTERNATIONAL

4803 George Road, Suite 400  
Phone: (813) 977-5739

Tampa, FL 33634  
Fax: (813)972-7986

## Mobile CRM

[www.Processor.com/Air2Web](http://www.Processor.com/Air2Web)



Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

For more info, visit:  
[Processor.com/Air2Web](http://Processor.com/Air2Web)

 air2web

1230 Peachtree St. NE, 12th Floor  
Atlanta, GA 30309  
Phone: (404) 942-5300  
Fax: (404) 815-7708

## Processor.com

## Email

[www.Processor.com/SpinWeb](http://www.Processor.com/SpinWeb)

SuSE Linux Openexchange Server is the modular all-in-one communication and collaboration solution that yields **savings of up to 63%**! More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.

The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.



1809 West University Avenue  
Munice, IN 47303  
Phone: (765) 284-0910  
Fax: (603) 843-1376

## Email Utility

[www.Processor.com/Sherpa](http://www.Processor.com/Sherpa)

## Email Utility

[www.Processor.com/Sherpa](http://www.Processor.com/Sherpa)

### Automatically Manage Mailboxes, PST Files and Public Folders

Mail Attender® Enterprise centrally manages content within PST files (network accessible and local), public folders and Exchange mailboxes to save your company time and expense.

Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enterprise!

**Prices start as low as \$15.00 per user with volume discounts available.**



1300 Old Pond Road  
Bridgeville, PA 15017  
Phone: (800) 255-5155

## Email Utility

[www.Processor.com/NWTech3](http://www.Processor.com/NWTech3)

### AfterMail transforms Email into Enterprise Information

AfterMail is a next generation email management solution that addresses current and future email archiving and compliance challenges. AfterMail's approach differs from the other email archiving vendors by:

- Significantly reducing the size of your Microsoft Exchange mail store by up to 90%
- Providing end users with seamless access to their email messages. End users can finally achieve the "endless inbox".
- Delivering powerful search capability across both messages and attachments.
- Capturing all email messages and ensuring a definitive record of all communication.
- Efficiently storing all email messages and attachments - AfterMail only stores a single copy of every email and every attachment.
- Providing access to archived email even when the mail server is down - ensuring no impact to productivity.



PO Box 373  
Cardiff, CA 92007  
Phone: (858) 345-2641  
Fax: (800) 866-3760

## Email Utility

## Email Utility

[www.Processor.com/Waterford](http://www.Processor.com/Waterford)

**The Problem:** Email usage, storage and expenses are growing exponentially. Companies cannot:

- Easily retrieve email for increasing requests
- Cost-effectively manage email storage
- Enforce email usage policies

Thousands of dollars are wasted in lost productivity, lawsuits, and fines.

**The Solution:** Retrieve Emails On-Demand. MailMeter Archive provides a complete and secure archive that improves your visibility and control of email, reduces your mail store by 80%, and eliminates .PST & Quota nightmares!

- Fastest Search Results
- Deploys in a Day
- Easiest to Use
- Best Value

 WATERFORD  
TECHNOLOGIES

17310 Red Hill Ave, Suite 200  
Phone: (949) 428-9300

Irvine, CA 92614  
Fax: (949) 428-9301

## Instant Messaging

[www.Processor.com/PangeanTech](http://www.Processor.com/PangeanTech)

**insta-REACT!** is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- Instant Message (IM)
- Presence
- Numberless Dialing (Paging)
- Intercom
- Voice recording
- Conference
- Dynamic conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



59 Heritage Drive  
Pleasantville, NY 10570  
Phone: (877) 472-6432  
Fax: (877) 581-7616

## Mobile CRM

[www.Processor.com/Air2Web](http://www.Processor.com/Air2Web)

Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

For more info, visit:  
[Processor.com/Air2Web](http://Processor.com/Air2Web)

## Mobile Email

[www.Processor.com/Migo2](http://www.Processor.com/Migo2)



Migo revolutionizes business and personal computing portability. You can download Migo Professional software to the USB device of your choice and Migo will synchronize Outlook® with your company's Microsoft Exchange mailboxes. It also supports sending and receiving of your personal email with POP3 mail servers.

**Free Trial:**  
[www.Processor.com/Migo2](http://www.Processor.com/Migo2)

 PowerHouse  
Technologies Group

555 Twin Dolphin Drive, Suite 650  
Redwood City, CA 94065  
Phone: (925) 328-1100  
Fax: (925) 328-1199

## Mobile System Management

[www.Processor.com/EcuteL](http://www.Processor.com/EcuteL)



Tool Categories  
Exchange Servers  
Server States  
Queues  
Logged On Users  
Mailboxes  
Public Folders  
Computer Tools

Infrastructure Command and Control (IC<sup>2</sup>) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC<sup>2</sup>'s unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere.

[www.Processor.com/EcuteL](http://www.Processor.com/EcuteL)



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Herndon, VA 20171  
Phone: (571) 203-8300  
Fax: (571) 203-8310

# Introducing data centers on demand

## New architecture supports power densities of today... and tomorrow

### Hot-aisle Ceiling Tiles/ Cable Trough

Seals in hot air, prevents mixing with room air



**Now you can quickly deploy a standard- or high-density site of any size with scalable, top-tier availability.**

Part Number	Usable IT Racks	Average kW per Rack	Price to buy	Price to lease (36 installments)
ISXCR1SY16K16P5	1	up to 5kW	\$14,999*	\$499*
ISXT240MD6R	6	up to 5kW	\$149,999*	\$4,999**
ISXT240MD11R	11	up to 5kW	\$249,999*	\$7,999**
ISXT280MD40R	40	up to 5kW	\$699,999*	\$21,999**
ISXT2800MD100R	100	up to 5kW	\$1,649,999*	\$50,999**

### High Density Configuration (shown above)

ISXT280HD8R	8	up to 10kW	\$399,999*	\$12,999*
-------------	---	------------	------------	-----------

High density upgrades start at \$10,999

On-site power generation options start at \$29,999

\* Prices do not include IT equipment and are subject to change.

\*\* Indicative rates are subject to market conditions. \*\*\* Install and delivery times may vary.

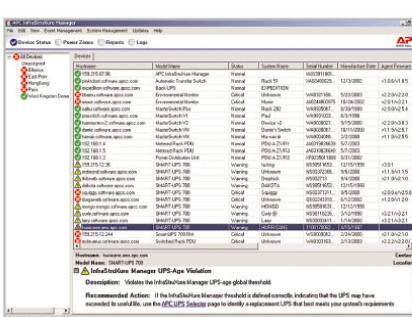
©2005 American Power Conversion Corporation. All trademarks are the property of their owners. E-mail: esupport@apcc.com • 132 Fairgrounds Road, West Kingston, RI 02892 USA ISX4D4EF-USh

### All multi-rack configurations feature:

- ✓ *N+1 power and cooling*
- ✓ *Secure, self-contained environment*
- ✓ *Peak capacity of 20kW per rack*
- ✓ *Enhanced service package*
- ✓ *Integrated management software*



APC solutions that carry the "Blade-Ready" Logo are designed to handle the demanding network-critical physical infrastructure requirements of high-density blade server applications.



InfraStruXure™ Manager



InfraStruXure™ can be purchased as a modular, or mobile system

What is data center on demand?

**InfraStruXure™**

### DATA CENTERS ON DEMAND

Highly available and manageable, quick-to-install, scalable architecture that easily supports both standard- and high-density applications.

- Up to 20kW a rack for any blade server application

- Unlimited racks

- Ships in 5 days\*\*\*

- Installs in 1 day\*\*\*

- Optional on-site power generation

- Raised floor not required

- Vendor neutral guaranteed compatibility



## Visit today and receive FREE APC White Papers

Visit us online and download APC White Papers.



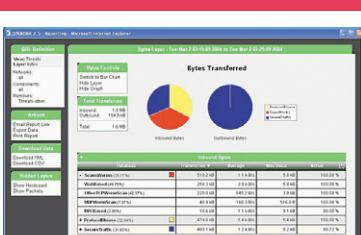
### Don't see the configuration you need?

Try APC's online InfraStruXure™ BuildOut Tool today and build your own solution.

Go to <http://promo.apc.com> and enter key code f292x Call 888-289-APCC x3494

## Baseline & Audit

[www.Processor.com/Q1Labs](http://www.Processor.com/Q1Labs)



### QRadar Network Anomaly Detection In Real Time

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures.

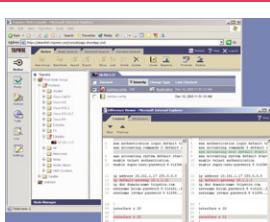
Visit [www.Processor.com/Q1Labs](http://www.Processor.com/Q1Labs) For More Information

**1** Labs

1000 Winter Street, Suite 2950  
Waltham, MA 02451  
Phone: (781) 250-5800  
Fax: (781) 250-5880

## Baseline & Audit

[www.Processor.com/Tripwire2](http://www.Processor.com/Tripwire2)



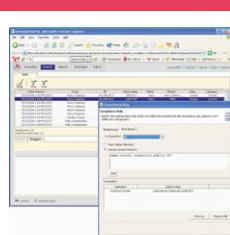
Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.

**TRIPWIRE**

326 SW Broadway  
Portland, OR 97205  
Phone: (800) 874-7947  
Fax: (503) 223-0182

## Baseline & Audit

[www.Processor.com/AlterPoint](http://www.Processor.com/AlterPoint)



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:

- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

For More Information, Visit: [www.Processor.com/AlterPoint](http://www.Processor.com/AlterPoint)

**AlterPoint**™

300 W. Sixth Street, Suite 2200  
Austin, TX 78701  
Phone: (888) 228-3422  
Fax: (512) 536-8390

## Baseline & Audit

[www.Processor.com/Voyence](http://www.Processor.com/Voyence)



VoyanceControl! is a complete network configuration management solution from design to deployment to reporting. VoyanceControl! improves network security and increases availability by preventing errors from being introduced during the design or change process.

VoyanceControl! significantly reduces the time, resources and costs associated with managing complex networks.

**VOYENCE**™

1801 North Glenville Drive  
Richardson, TX 75081  
Phone: (972) 759-4000  
Fax: (972) 759-3998

## Baseline & Audit

[www.Processor.com/Configuresoft](http://www.Processor.com/Configuresoft)

**ECM**

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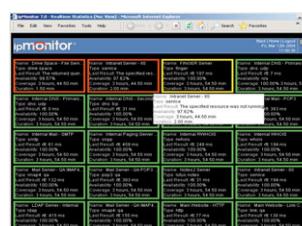


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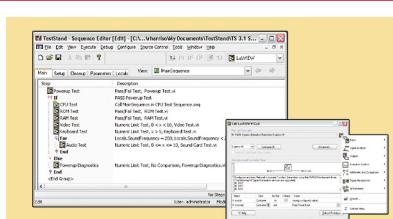
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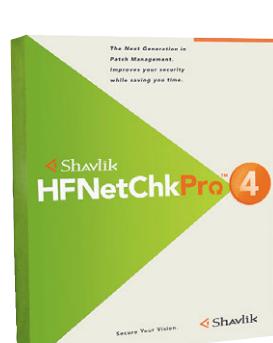
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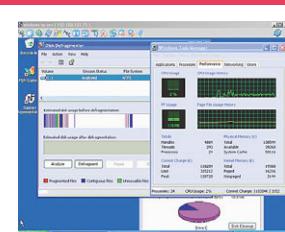
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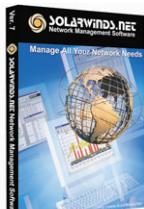
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## Management Suite

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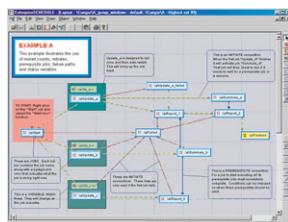
The SolarWinds Engineer's Edition Version 8 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools. [www.Processor.com/SolarWinds For More!](http://www.Processor.com/SolarWinds)



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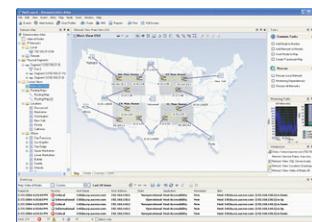


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#### Too Much Traffic?

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Sound familiar? Network monitoring used to be so simple. If there was a problem in the network, all one needed to do was to plug a sniffer into a data port of a hub. A sniffer (or protocol analyzer) is something that every network engineer needs. However it is similar to having a fire extinguisher, the perfect tool for an emergency, yet spending most of its life offline, just standing by. Whenever an emergency arises, it would be hand carried to the trouble spot. And when the problem is resolved, it would be returned to the closet to await the next fire.

Today, monitoring is much more than protocol analysis. Security is a big reason for "out-of-band" monitoring. Not only does the network need to keep the bad guys from attacking from the outside, but also to keep important and confidential information from leaking from the inside. Unlike a sniffer, however, these security tools (e.g., IDS or Intrusion Detection Systems) require reliable and 24/7 access to the production traffic.

With Sarbanes-Oxley requirements (or similarly with HIPPA), compliance monitoring becomes as important as security. Monitoring tools such as forensic data recorders or database transaction auditors are as mission critical as IDS. Clearly there are incentives for performing proactive monitoring because while failure to protect against intrusion means loss of revenue, failure to comply could mean jail time for the CEO.

At the same time, performance monitoring has evolved, it is now about application and not just protocol. Application Performance Monitoring, either to monitor performance of enterprise software applications (CRM, etc.) or to monitor performance and quality of VoIP calls within an enterprise (or to provide ability for Legal Intercept as demanded by government agencies) has become a fast growing business.

Together these are the 3 P's driving the needs for networking monitoring (P for Performance, P for Protection and P for Proactive).

On the other hand, networks are no longer flat. Hubs have all but gone away and are replaced by Layer 2/3 switches. Traffic is no longer replicated in every data port. Instead, they traverse in point-to-point paths. This change in architecture has dramatically improved the throughput and the bandwidth utilization. However, it has taken away network visibility. We can no longer just plug

a tool into a hub and expect to see every packet. Instead we now rely on SPAN port (or mirroring port) which would replicate incoming or outgoing traffic on a particular port or packets belonging to a particular VLAN on a switch. And there are a limited number of SPAN ports available (typically one, two at most).

So competition for SPAN ports in a typical enterprise environment is not only real, it is counterproductive. And it is becoming difficult for us to do their job, for the IT team who is interested in Performance, the security team who is responsible for Protection, or the compliance team who has been asked to be Proactive.

And the problem has become worse as mission critical networks become redundant, tiered and fully meshed. Not only are there too many links, there are now too many links. In other words, we must now monitor traffic that doesn't even follow a single deterministic path.

To do our job, we must aggregate packets from multiple sources such that we can reconstruct an "end-to-end" view in the case where there are asymmetric routes, load-balanced or fault tolerant redundant links, or a "big pipe" view where we have deployed trunk links to increase throughput between two switches.

**Gigamon** is the first out of the gate with a real answer to these problems. Their flagship product, **GigaVUE-MP**, is a distributed Data-Access Switch to allow multiple "out-of-band" monitoring tools to share multiple SPAN ports across multiple switches, saving lots of money while providing comprehensive coverage for redundant networks.

With **GigaVUE**, our sniffers, IDS, application performance monitors, SOX or HIPPA auditors, VoIP analyzers and forensic data recorders can each gain customized and unobtrusive 24/7 access through the limited number of SPAN ports or taps.

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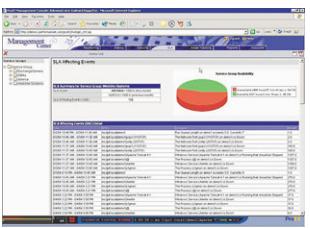
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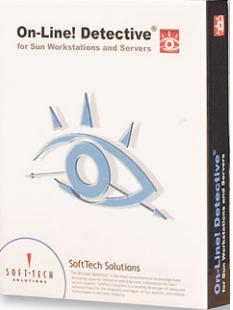
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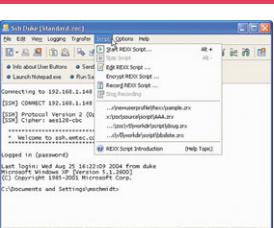
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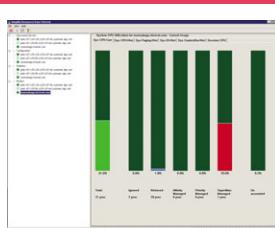
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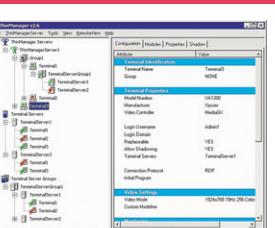
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## Virtualization

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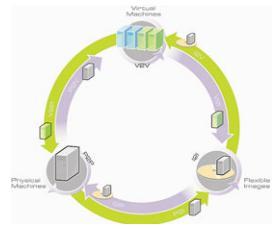
SoftGrid® helps enterprises simplify and accelerate their entire software management and deployments with SoftGrid® - the industry's first application virtualization infrastructure solution - reliably and cost-effectively for past, present and future applications. SoftGrid transforms Windows applications from products that must be installed locally into virtual services that are centrally configured, managed, and deployed on-demand to Windows desktops, laptops and Terminal Services/Citrix MetaFrame Presentation servers - preventing application conflicts, eliminating regression testing and increasing change management responsiveness. By streamlining deployment, upgrades, patches and terminations, SoftGrid saves companies tremendous time and money, increases quality of service and provides the flexibility needed for today's dynamic business environment. Visit [www.Processor.com/Softricity](http://www.Processor.com/Softricity) to learn more!

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## Virtualization

[www.Processor.com/PlateSpin2](http://www.Processor.com/PlateSpin2)



PlateSpin® PowerConvert™ is a powerful, fully automated OS Portability™ solution that enables the complete interchange of data, applications, and operating systems (the software layer) across Intel infrastructure in the data center, breaking the dependency between hardware infrastructure and server software.

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[www.Processor.com/Winternals](http://www.Processor.com/Winternals)

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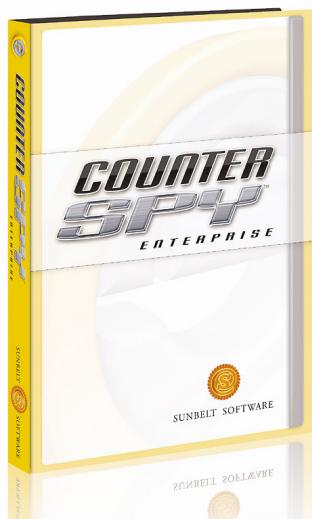
Repair & recover unbootable systems without having to reinstall the Windows OS. With ERD Commander™ 2005, you gain full access to an unbootable system to repair a problem or salvage essential data. This tool contains everything you need to simplify system repair and recovery tasks including resetting admin passwords, copying files over the network, viewing event logs, editing the registry, and more.

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## Centralized Antispyware Management



As an enterprise administrator you need information about the activities of antispyware software on your networks. You need real-time protection. You must have a mechanism for notification when threats are detected or actions are taken. You must have a comprehensive reporting system that will make it easy to provide documentation for your own use and for keeping management informed and justifying budget expenditures.

CounterSpy Enterprise provides you what you need. CounterSpy Enterprise is a powerful centralized policy-based second generation prod-

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CounterSpy Enterprise has the same award-winning active protection that the consumer version had already implemented earlier, but in the Enterprise version the Active Protection is fully policy-based and driven from your centralized admin console. V1.5 has also been tested and is STIG compliant. (Released by the Defense Information Systems Agency, STIG is an acronym for Security Implementation Guide).

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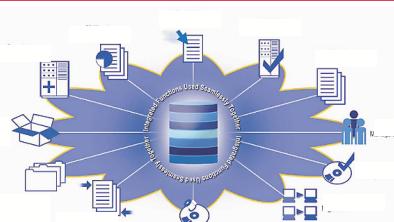
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[www.Processor.com/Still](http://www.Processor.com/Still)

**Safe Access™** ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.



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**Single Sign On, Flexible Password Management**  
 SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started, SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords.

Visit [www.Processor.com/PassGo](http://www.Processor.com/PassGo) For More Information!



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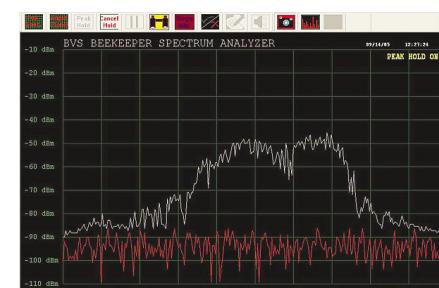
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BeeKeeper™ Wi-Fi monitoring system will identify any unauthorized MAC and alerts the user instantly with audible buzzing and time-stamped log files onto any desktop or laptop PC. Vital information such as RSSI, Signal-to-Noise, SSID & channel utilization are captured & may be used to identify neighboring 2.4 GHz interference, WLAN interference & even nearby clients trying to wirelessly hack in. In addition, APs can be traced from the local NICs they are connected to allowing users to view the network transparently. Unlike NIC based analyzers, BeeKeeper™ is a passive, network independent hardware & software package with the ability to see the "whole picture" wirelessly without being seen or detected by anyone. Yellowjacket® users may use their receivers with Berkeley's Pollenator™ receiver interface and BeeKeeper software combo for only \$500. BeeKeeper™ receiver hardware and software retail for \$2,200 and \$500 respectively. Visit [www.Processor.com/BVSystems18](http://www.Processor.com/BVSystems18) for more info!



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[www.Processor.com/RoboForm](http://www.Processor.com/RoboForm)

### RoboForm 6.0

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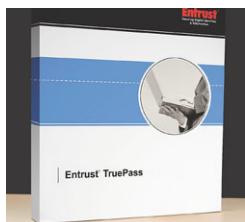
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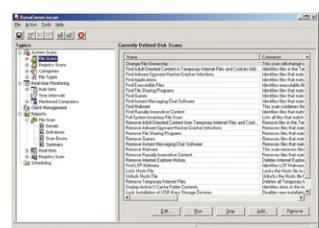
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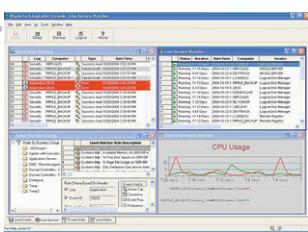
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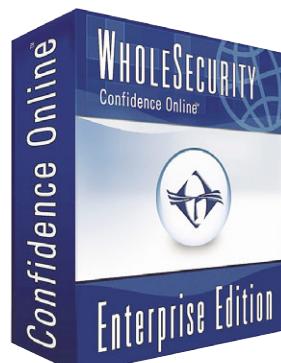
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[www.Processor.com/Winsted2](http://www.Processor.com/Winsted2)

**Steel Exterior Finishing Panels**

Exterior steel finishing panels shall be a minimum of 20 gauge (.035) sheet metal and attached to the self supporting superstructure framework. All fastening to be unseen from external view.

Side and top finishing panels shall be either slide on, lift off or bolt on type to facilitate ease of access for servicing and shall not require any further mechanical support to provide a secure connection to the system.

Steel or wood finishing panels may be applied following final termination test and commissioning of the specified electronics or earlier as directed, to facilitate a timely and efficient installation and to minimize potential damage to the exterior of the system by others.

**Finish and Color**

All exterior and frame steel components including drawers, blank panels and shelving shall have a pre-finish of zinc oxide wash primer with a baked black powder coat paint finish of the following specifications.

Self supporting frames and work surface supports are to be supplied in the following color: HBT4-20007 Black.

Side, top, and rear panels, drawers, shelving, and blank filler panels are to be in the following color: HBT4-20007 Black.

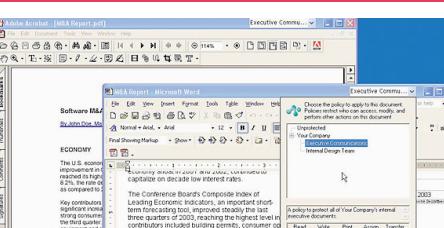
All wooden components are to be supplied with a high pressure laminate or PVC film covering the MDF core.

The manufacturer shall provide a written **ten year guarantee** against defects of all component parts, material and workmanship under normal use.

**Winsted**

## Policy Compliance

[www.Processor.com/LiquidMachines](http://www.Processor.com/LiquidMachines)



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes.

Learn more at [www.Processor.com/LiquidMachines](http://www.Processor.com/LiquidMachines)

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The Freedom of Security.<sup>TM</sup>

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Fax: (781) 693-3699

## Processor.com

## Policy Compliance

[www.Processor.com/BindView](http://www.Processor.com/BindView)



Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley**, **HIPAA**, **GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

Visit [www.Processor.com/BindView](http://www.Processor.com/BindView) To Learn More!

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Insight at Work

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Fax: (713) 561-4204

## Policy Compliance

[www.Processor.com/CREDANT](http://www.Processor.com/CREDANT)

### CREDANT® Mobile Guardian (CMG) Enterprise Edition

This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.

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Fax: (972) 458-5454

## Policy Compliance

[www.Processor.com/Tabernus](http://www.Processor.com/Tabernus)

## Disk Purge Enterprise



**\$995**

Disk Purge Enterprise software sanitizes and declassifies all hard drives types: SCSI, FC, IDE, RAID, SAS & SATA. Erase all data from your drives to US Dept of Defense standards and maintain compliance with HIPAA, GLBA, Sarbanes-Oxley Act & FACTA regulations. With solutions for Windows and Linux, Disk Purge is the software tool of choice for data centers, recyclers, and IT professionals.

**Tabernus**  
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Austin, TX 78759  
Phone: (888) 700-8560  
Fax: (512) 372-9474

## Rights & Permissions

[www.Processor.com/ICS](http://www.Processor.com/ICS)



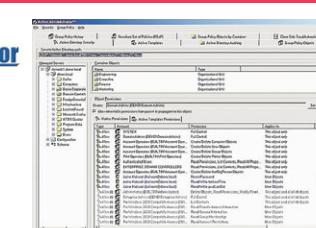
The "Secure Hash Signature Generator" creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASSter running the Windows operating system.

**ICS**

1627 Price Loop  
Rockwood, TN 37854  
Phone: (865) 354-8960  
Fax: (865) 354-8962

## Rights & Permissions

[www.Processor.com/ScriptLogic](http://www.Processor.com/ScriptLogic)



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates

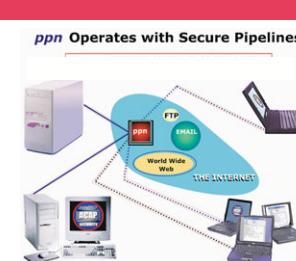
Find Out More At [www.Processor.com/ScriptLogic](http://www.Processor.com/ScriptLogic)

**SCRIPTLOGIC**

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Boca Raton, FL 33487  
Phone: (561) 886-2400  
Fax: (561) 886-2499

## Rights & Permissions

[www.Processor.com/ACAP](http://www.Processor.com/ACAP)



Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.

**SECURITY ACAP SOFTWARE**

18700 Main Street, Suite 204A  
Huntington Beach, CA 92648  
Phone: (714) 843-0099  
Fax: (714)-465-3391

## VPN Application

[www.Processor.com/OvisGate](http://www.Processor.com/OvisGate)

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely. OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

**OvisGate Software**

1301 John Reed Court  
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Fax: (626) 854-0835

## Vulnerability Management

[www.Processor.com/Intrusec](http://www.Processor.com/Intrusec)

### Intrusec Exposé - Change Management Software

You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.

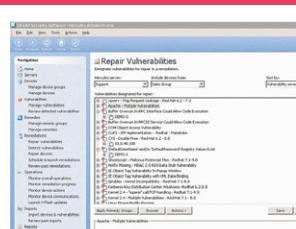
- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners.
- Find Out More At: [www.Processor.com/Intrusec](http://www.Processor.com/Intrusec)

**intrusec**

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Atlanta, GA 30308  
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Fax: (404) 526-6132

## Vulnerability Management

[www.Processor.com/Citadel](http://www.Processor.com/Citadel)



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

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Fax: (214) 520-9293

## Vulnerability Management

[www.Processor.com/AltirisSecurity](http://www.Processor.com/AltirisSecurity)

### Altiris® SecurityExpressions™

Altiris® SecurityExpressions™ allows you to audit and remediate desktops, laptops and servers for system security configuration settings, security patches, antivirus status, personal firewall status, known vulnerabilities and unauthorized software/hardware.

Altiris SecurityExpressions is the only audit and compliance solution to offer an agentless and agent-based option for audit and compliance that can be mixed and matched across all Windows, UNIX and Linux desktops, laptops, and servers. Many industry best practices systems security policies are included and can be customized to meet your needs, including those from NSA, NIST, CIS, SANS, Microsoft and IBM. SecurityExpressions includes dozens of customizable reports and is a fully scalable, easy to deploy, and simple to use solution for audit and compliance of all systems.

**altiris**  
intuitive > manageability

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## Vulnerability Management

[www.Processor.com/Allegent](http://www.Processor.com/Allegent)

### Allegent Technology Group

dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

**ALLEGENT Technology Group**

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**\$295**  
Starting Price

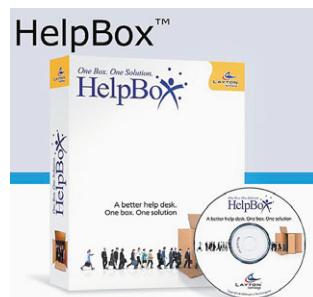
AuditWizard™ v6 is an exciting new release of our leading PC auditing software. Now for the first time you can identify and audit all mobile and USB devices that connect to your network. Smartphones, PDAs, USB Mass Storage Devices - AuditWizard™ v6 can now detect when these devices are connected to your network and perform a comprehensive audit of them.

Here are just some of the enhancements made to AuditWizard™ v6:

- Remote 'Audit on Demand' feature
- Detects and audits mobile and USB devices
- Enhanced User Interface to simplify the use of AuditWizard™
- Grouping of audited applications by their publisher
- New wizards to guide you through auditing your PC and the rest of the network

What's on the surface isn't always what's inside! Find out what's connected to your network.

[www.Processor.com/Layton](http://www.Processor.com/Layton)



**\$695**  
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HelpBox™ is a 100% Web based application enabling access from anywhere for Support Analysts and End Users (as required) with no client installations. Packed with quality features comparable with other, more expensive products, HelpBox™ is highly configurable and enables you to easily tailor the system to suit your specific needs.

What's more, HelpBox™ can link dynamically to AuditWizard™ database, identify assets against End Users and show all inventory information as held by AuditWizard™.

Some Key advantages include:

- End User access to log and progress requests (if required)
- Self Service for End Users (if required)
- Multi user access from anywhere with Web access
- Asset inventory details provided through AuditWizard™

HelpBox™ - A better help desk. One box. One solution.

[www.Processor.com/Layton2](http://www.Processor.com/Layton2)



**\$295**  
Starting Price

ObsurferPro™ is a simple to use, cost effective, Internet Monitoring solution aimed at assisting Network Administrators in the task of identifying and controlling use of valuable Internet facilities within working hours. ObsurferPro™ will monitor and record all web sites visited and provide valuable feedback that will allow you to identify what the surfing practices of your employees really are.

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ObsurferPro™ is not intended as a method by which access to Internet sites can be physically blocked, as all too often this can interfere with legitimate use of what is a valuable resource. Instead, it is designed to enable you to monitor users' surfing behavior, produce reports on Internet access trends then use rules to manage this access. How much abuse can your business take? Let's get down to business.

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[www.Processor.com/Veritas](http://www.Processor.com/Veritas)

**Innovative Data Protection-VERITAS NetBackup** Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.



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Fax: (650) 527-2908

## Backup Application

[www.Processor.com/Dantz](http://www.Processor.com/Dantz)



**EMC Dantz Retrospect 7** for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for off-site storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.

**EMC<sup>2</sup> | dantz**

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## Backup Application

[www.Processor.com/312inc](http://www.Processor.com/312inc)

312's flagship product BitVault provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, BitVault allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at [www.312inc.com](http://www.312inc.com)

**BitVault features:**

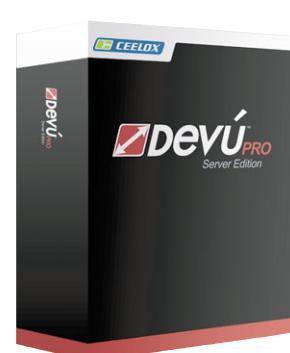
- Installation & setup wizard
- Protects files or folders
- Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!



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## Backup Application

[www.Processor.com/Ceelox](http://www.Processor.com/Ceelox)



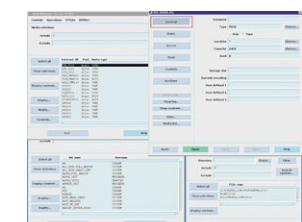
Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.

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## Backup Application

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**EnterpriseBACKUP** makes performing backups and restores across a heterogeneous network nearly effortless. Remote systems can be backed up onto the removable media on a central OpenVMS machine. Either way, maintaining insight into the contents of all your removable disks is a breeze using the central online Media database.

Free Trial: [www.Processor.com/ISE2](http://www.Processor.com/ISE2)



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**Backup Utility**[www.Processor.com/21stCentury](http://www.Processor.com/21stCentury)**Not Just Another Backup Utility!**

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86).

Learn more by visiting [www.Processor.com/21stCentury](http://www.Processor.com/21stCentury)



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**Processor.com****Backup Utility**[www.Processor.com/AES](http://www.Processor.com/AES)

**American Eagle's WEBSCAN**  
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**Track Media**

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

**Inventory**

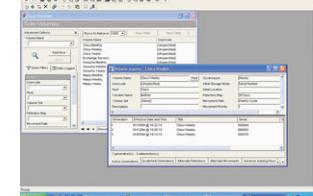
- Media in Tape Library
- Media at the Offsite Vault

**Web-Based Advantages**

- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level



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**Backup Utility**[www.Processor.com/B&L](http://www.Processor.com/B&L)

Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.



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**Data Replication**[www.Processor.com/Constant](http://www.Processor.com/Constant)

**Constant Replicator™** provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.



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Hopkins, MN 55343  
Fax: (952) 933-2551

**Storage Resource Mgmt.**[www.Processor.com/NTP](http://www.Processor.com/NTP)

**NTP Software Quota & File Sentinel** enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
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To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



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**Storage Utility**[www.Processor.com/SCSIToolbox](http://www.Processor.com/SCSIToolbox)

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The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.



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**IP Telephony/VoIP**[www.Processor.com/ApparentNetworks](http://www.Processor.com/ApparentNetworks)

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According to Gartner you'll likely fail.

- 85% of existing networks are not ready for VoIP
- Without a pre-deployment assessment probability of failure is greater than 50%

**Introducing AppareNet Voice:**

Apparenet Voice goes beyond measuring your network's ability to handle VoIP and produces detailed information about network impairment locations and type -- even on networks you don't own. Detailed diagnostic information is included to assist field engineers and technicians so they may quickly remediate network impairments. Apparenet Voice assures successful VoIP services before, during and after VoIP is deployed.

Call today for a FREE network test



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Vancouver, BC V6B 1B8  
Fax: (604) 433-2311

**Processor.com****Backup Utility**[www.Processor.com/AES](http://www.Processor.com/AES)

**American Eagle's WEBSCAN**  
Web-based media tracking system

**Track Media**

- For Mainframe and Open Systems
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**IP Telephony/VoIP**[www.Processor.com/NetworkPrograms](http://www.Processor.com/NetworkPrograms)**Benefits of NetRelations**

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- Manage customer relations over voice, Web, email, fax, and Internet telephony (VoIP).
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for simple projects



Now you can get your ideas to reality by clicking a few mouse buttons. By outsourcing your software development to NineSTEP Software, you save money and let the experts do the job. We use our online and interactive NineSTEP model to design, develop, test, deliver and support your software based on your requirements without you even writing a line of code. Project based costing available.



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## Application Development

[www.Processor.com/zTrace](http://www.Processor.com/zTrace)

zTrace Technologies offers security consulting and custom software development services in the area of Mobile Computer Security. Do you have a fleet of Laptops, PDAs and Tablet PCs? If you do, you need them secured from 3 angles: **Physical Security, Data Security, Network Access Security.**

- zTrace can put together a security strategy that fits your specific needs.
- zTrace can create custom security application for your organization.

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## Project Management

[www.Processor.com/Vishalnet](http://www.Processor.com/Vishalnet)

**Vishalnet** focuses on minimizing development time and cost, while maximizing quality. We assist our clients in meeting their objectives and realizing a high Return On Investment while implementing any project. Our highly experienced staff provides industry best practices such as Waterfall and Iterative development methodologies, customized to suit our client's unique corporate culture.

### Expertise offered:

- Project Planning and Staffing
- Business Analysis
- Proof of Concept / Prototype / Development
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- Business & Tech. Requirements Gathering
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- Test Scripts, Testing, Quality Assurance Staging, Rollout Change Management



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## Application Development

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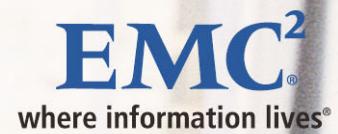
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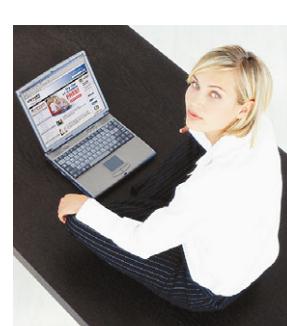


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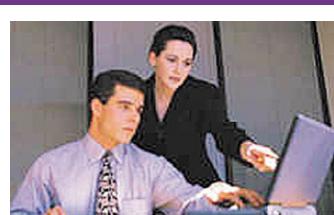
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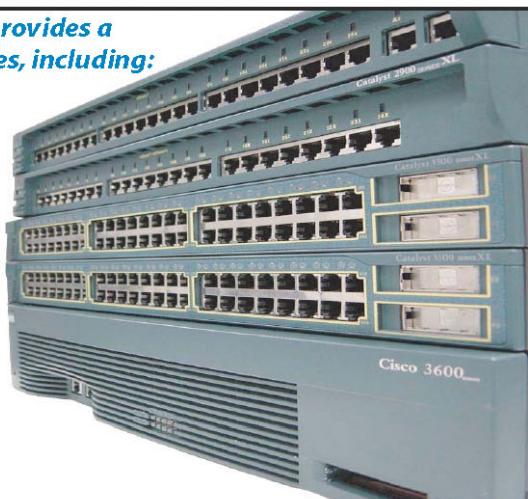
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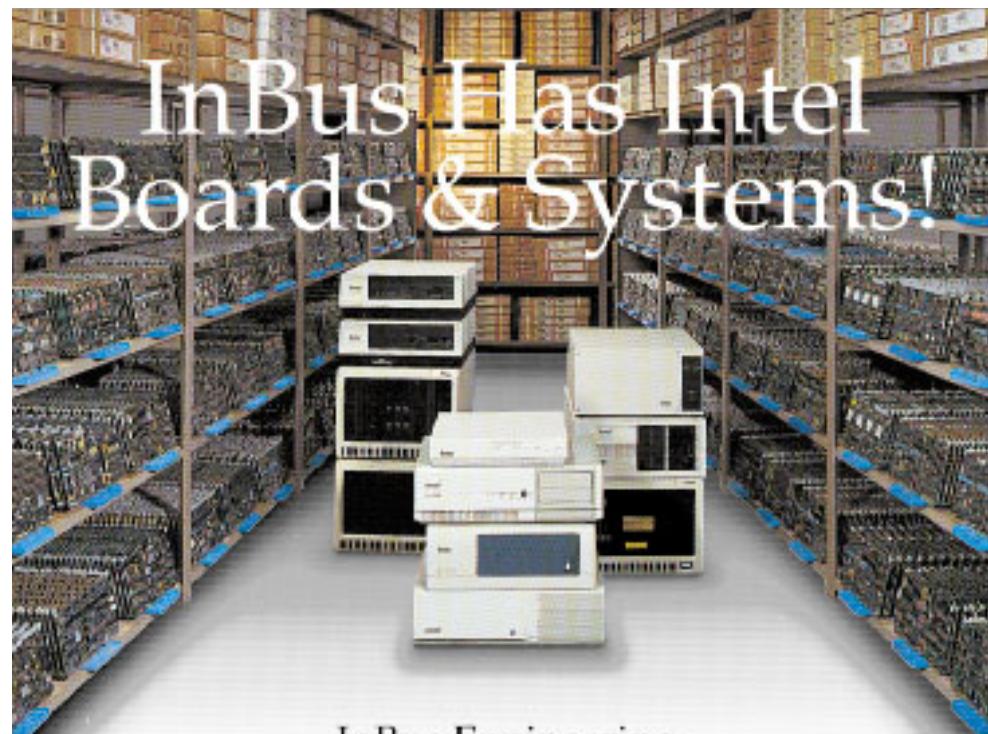
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